



# Alternative Work Schedules

Compressed Work Week for:  
City Hall, Cherry Building, and  
Chase Bank

Task Force Members:

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# Citizen Outreach

- Commission and Outside Organization's Meetings
- Radio
- Newspaper
- Flyers at locations being affected - to encourage feedback.
- City Fest
- Xit Poll Surveys
- Paper Surveys
- Online Surveys
- E-mail address for the task force.

# Overall Results – Citizens

- 161 responses (34 paper, 112 Xit Polls, and 15 Online)

|                | <u>4-10</u> | <u>4-9's &amp; 1-4</u> |
|----------------|-------------|------------------------|
| Supportive     | 79          | 76                     |
| Neutral        | 32          | 37                     |
| Not Supportive | 50          | 47                     |

# Employee Outreach

- Meeting with Divisions in their division meetings
  - Information Technology, Community Development, Administration, Utilities, Airport, CVB, Management Service, Community Investment, Public Works, Community Enrichment Services, Visitor Center, Capital
- Employee Open Forum
- Information on the City Net & S drive
- E-mail address for the task force.

# Overall Results – City Hall

- 123 responses – there are an average of 200-230 employees in City Hall therefore: 53.5-61.5% return rate

|                | <u>4-10</u> | <u>4-9's &amp; 1-4</u> |
|----------------|-------------|------------------------|
| Supportive     | 53          | 51                     |
| Neutral        | 18          | 35                     |
| Not Supportive | 52          | 36                     |

# Overall Results – Cherry Building

- 20 responses – there are an average of 20-25 employees in the Cherry Building therefore: 80-100% return rate

|                | <u>4-10</u> | <u>4-9's &amp; 1-4</u> |
|----------------|-------------|------------------------|
| Supportive     | 9           | 8                      |
| Neutral        | 4           | 5                      |
| Not Supportive | 7           | 7                      |

# Overall Results – Chase Bank

- 12 responses – there are an average of 20-25 employees in the Chase Bank therefore: 48-60% return rate

|                | <u>4-10</u> | <u>4-9's &amp; 1-4</u> |
|----------------|-------------|------------------------|
| Supportive     | 3           | 4                      |
| Neutral        | 4           | 5                      |
| Not Supportive | 5           | 3                      |

# Overall Results – GIS

- 2 responses – there are 5 employees in the GIS  
Building therefore: 40% return rate

|                | <u>4-10</u> | <u>4-9's &amp; 1-4</u> |
|----------------|-------------|------------------------|
| Supportive     | 1           | 1                      |
| Neutral        | 0           | 1                      |
| Not Supportive | 1           | 0                      |



# Overall Results – Other Facilities

- 164 responses – out of 705 would give a response rate of 23.26%

|                | <u>4-10</u> | <u>4-9's &amp; 1-4</u> |
|----------------|-------------|------------------------|
| Supportive     | 72 (74*)    | 52 (53*)               |
| Neutral        | 50          | 54                     |
| Not Supportive | 35          | 47 (48*)               |

\*There were some duplicate numbers on the surveys

# Overall Employee Results

- 321 employee results returned- 990 distributed – 32.42% return rate

|                | <u>4-10</u> | <u>4-9's &amp; 1-4</u> |
|----------------|-------------|------------------------|
| Supportive     | 138         | 116                    |
| Neutral        | 76          | 103                    |
| Not Supportive | 100         | 94                     |

## Compressed Work Week Findings

We cannot gauge all the advantages and/or disadvantages that the City of Flagstaff will encounter from closing on Fridays without a pilot program. Other organizations have found:

### Advantages

- Savings on Overtime
- Decrease in the use of leave time
- More productive employees
- More time with family- work-life balance easier to manage
- Has improved morale
- Improved recruitment and retention of employees
- Employees are saving money on: commuting, lunch, and child care.
- Save money in fuel costs for both employees and the employer
- Savings on Energy Costs
- Helped with Cities carbon footprint
- Hours for Citizens outside their work hours
- Improved citizen access to government with the extended hours.

### Disadvantages

- Not Everyone is happy
- Long Days
- Daycare Challenges
- Missing some evening time with children
- Public transit
- Some resentment from employees that cannot work the 4-10 schedule.
- Complaints from some citizens who want the government offices five days a week.

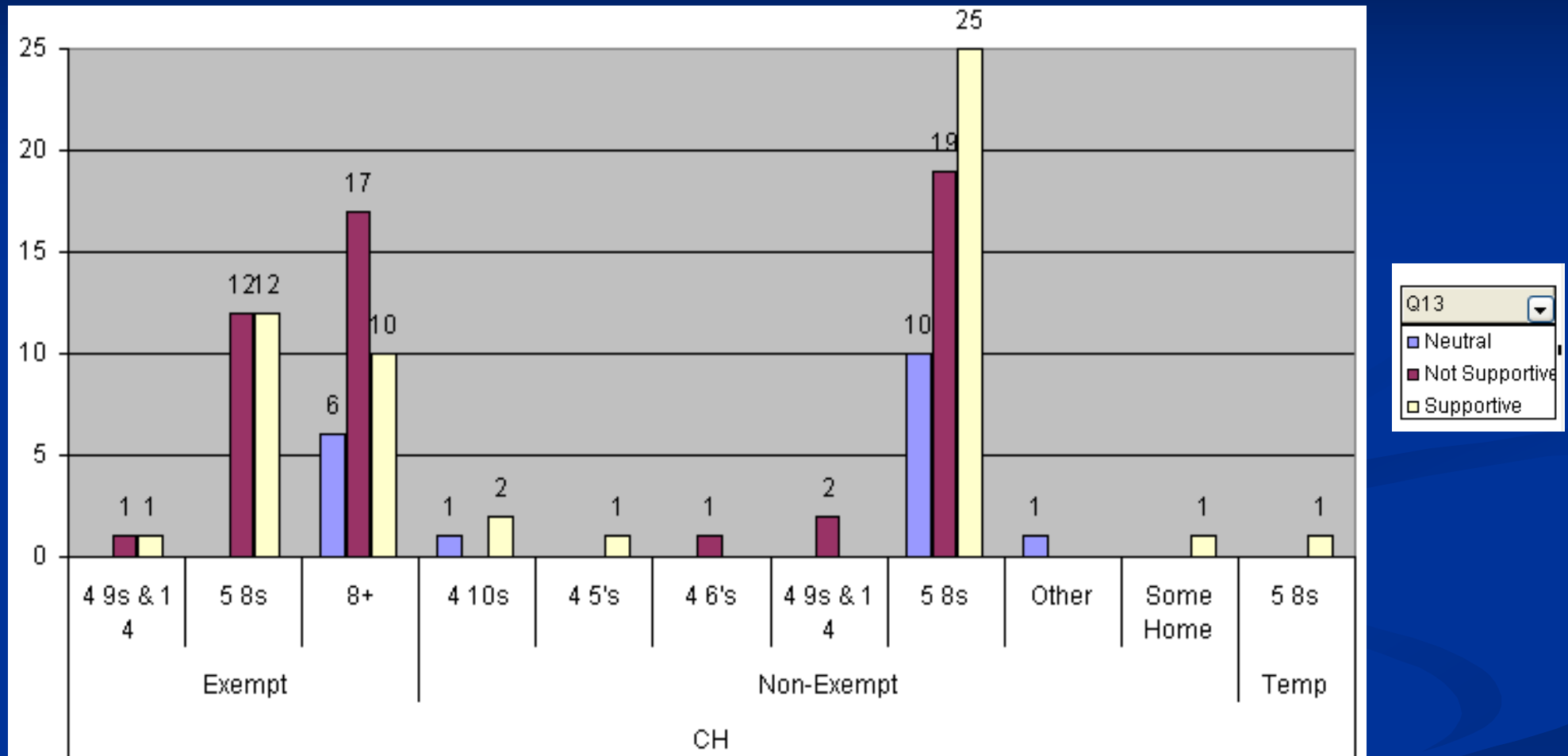
# Options

- 1.) Start a six month pilot on December 21<sup>st</sup> with a Monday – Thursday 7 AM – 6 PM schedule:
  - Option 1: Using City Hall, Cherry Building, Chase
  - Option 2: Using City Hall & Cherry Building Only
- 2.) Start a six month pilot on December 21<sup>st</sup> with a Monday through Thursday 9 hours, and Friday 4 hours schedule:
  - Option 3: Using City Hall, Cherry Building, Chase
  - Option 4: Using City Hall & Cherry Building Only
- 3.) Start a pilot with a different start date and a different length of time.
- 4.) Do not start a pilot.

# City Hall

Employee Surveys

## 4-10 (Non) Supportive By schedule and Status City Hall

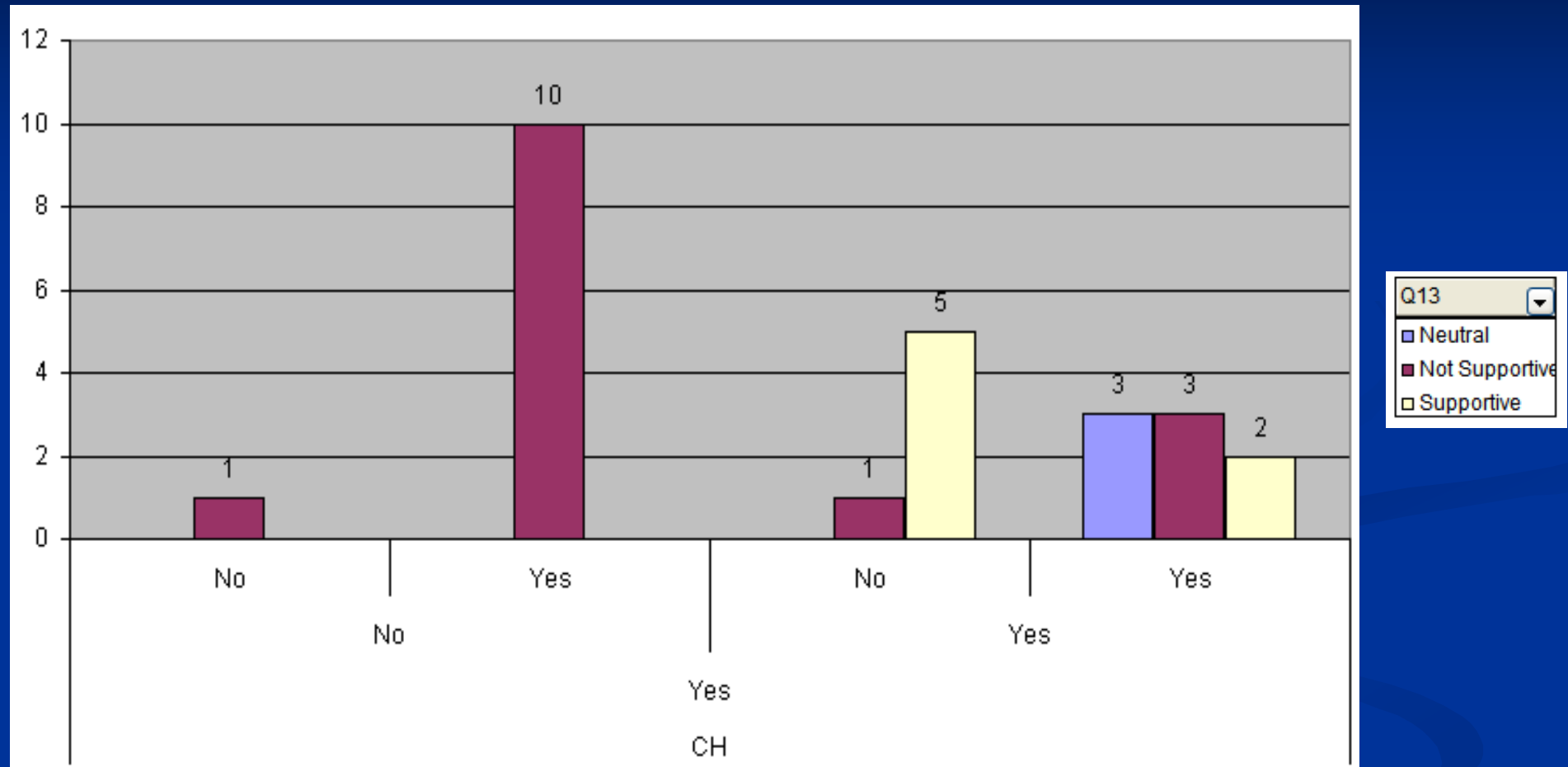


## 4-10 (Non) Supportive By schedule and Status City Hall

This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 59 exempt employees- of those there are 30 who are not supportive of the 4-10 schedule, 12 are currently working a 5-8 schedule, 17 are currently working more than 8 hours a day, and 1 is currently work a 4-9 & 1-4 schedule. 23 who are supportive of the 4-10 schedule: 12 are currently working a 5-8 schedule, 10 are working more than 8 hours a day, while 1 is working a 4-9 & 1-4 schedule. 6 are neutral of the 4-10 schedule, all 6 are currently working more than 8 hours a day.
- 63 non-exempt employees – of those there are 22 who are not supportive of the 4-10 schedule, 19 are currently working a 5-8 schedule, 2 are currently working a 4-9 & 1-4 schedule, and 1 is currently working 4-6's. 29 who are supportive of the 4-10 schedule; 25 are currently working 5-8 schedules, 2 are already working 4-10s, and 1 is working 4-5s, 1 is working some at home. 12 neutrals of the 4-10 schedule, 1 is currently working a 4-10 schedule, 10 are working 5-8 schedules, and 1 is working a different schedule.
- 1 temporary employees who is supportive of the 4-10 schedule and is currently working a 5-8 schedule.

## 4-10 (Non) Supportive with Daycare City Hall



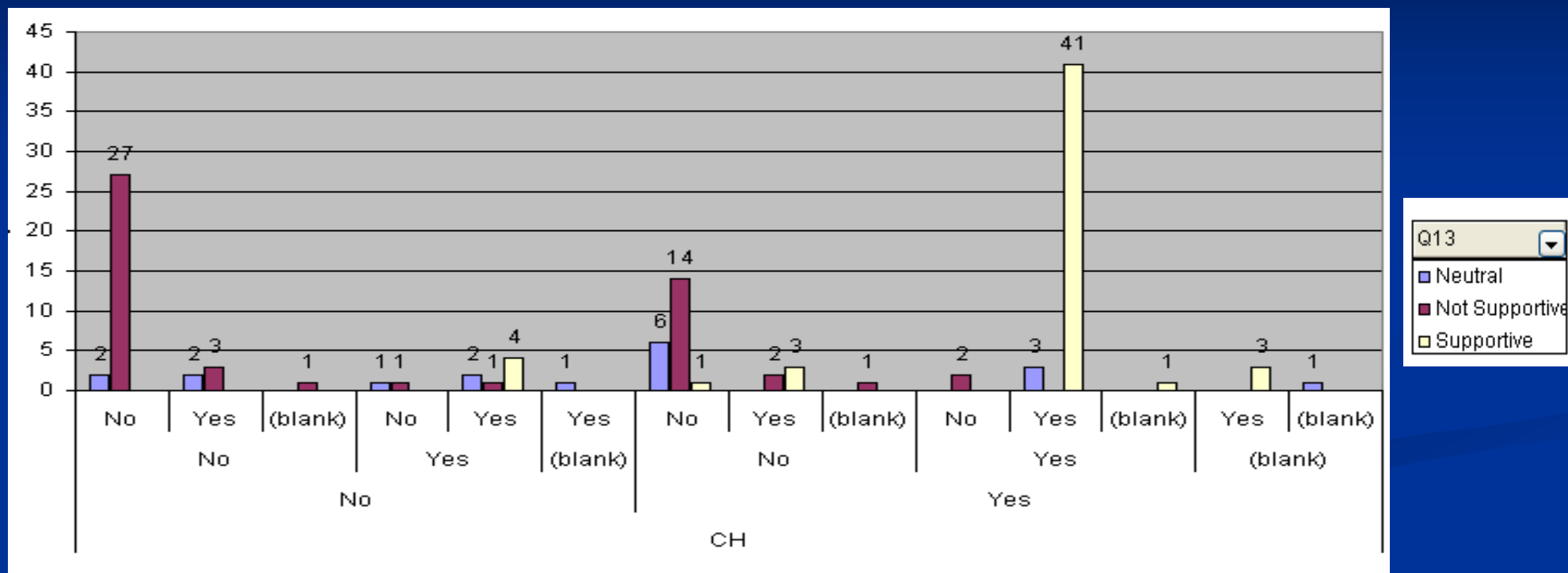


## 4-10 (Non) Supportive with Daycare City Hall

This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 25 employees who use daycare. Out of those 25 employees there are:
  - 11 employees whose daycare will not accommodate the extended hours, 10 of which will charge them more money and 1 will not charge more money, but all 11 are not supportive of the 4-10 schedule.
  - 14 employees whose daycare will accommodate the extended hours, 8 of which will charge them more money for the extended hours. Of those 8, 3 are not supportive of the 4-10 schedule, 2 are supportive of the 4-10 schedule, and 3 are neutral to the 4-10 schedule. Then there are 6 employees whose daycare will not charge them more money. Of those 6, 1 is not supportive of the 4-10 schedule, while 5 are supportive of the 4-10 schedule.

## 4-10 (Non) Supportive Customer Service City Hall

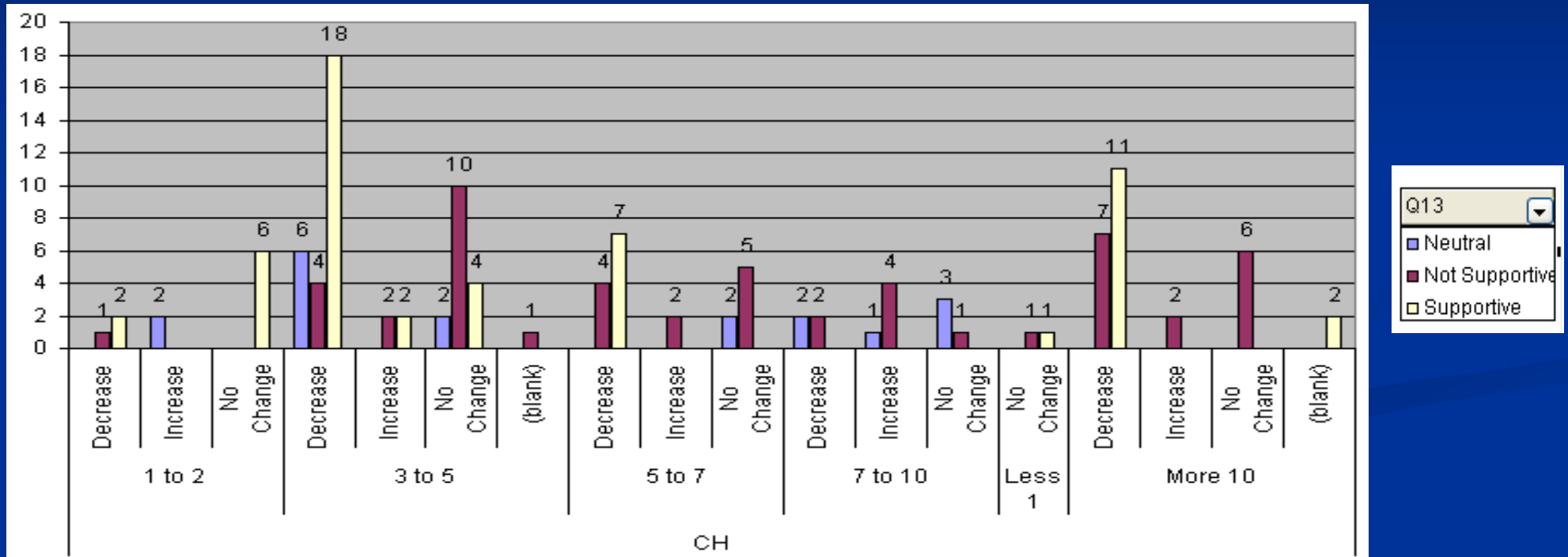


## 4-10 (Non) Supportive Customer Service City Hall

This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 77 employees that felt their customers would take advantage of the extended hours. Of those 77, 19 are not supportive of the 4-10 schedule. 2 believe they will be more productive but not able to provide the same or better customer service to their customers, while 1 does not believe they will be more productive and did not answer the customer service question. Then 2 do not believe they will be more productive but do believe the customer will receive the same or better level of customer service while 14 do not believe they will be more productive nor that the customers will receive the same or better level of customer service. Then out of the 77, there are 49 employees who are supportive of the 4-10 schedule and feel their customers would use the extended hours. Out of those 49, 41 believe they would be more productive and their customers would receive the same or better level of customer service. 1 believes they will be more productive but did not answer about customer service. 3 did not answer about being more productive but did state that they felt their customers would receive the same or better level of customer service. 3 did not believe they would be more productive but did feel their customers would receive the same or better level of customer service. Lastly, 1 felt they would not be more productive nor would their customers receive the same or better level of customer service. Then there are 10 who are neutral to the 4-10 schedule. 1 just answered that they are neutral and that the customers will take advantage of the hours but did not answer about productivity nor customer service. Then 3 stated they would be more productive and the customers would receive the same or better customer service with the extended hours. Lastly, 6 stated they would not be more productive nor would the customers receive the same or better level of customer service.
- 45 employees that felt their customers would not take advantage of the extended hours. Of those 45, 33 are not supportive of the 4-10 schedule. 27 do not feel they would be more productive nor do they feel their customers would receive the same or better level of customer service. 3 do not believe they will be more productive but do feel their customers would receive the same or better level of customer service. 1 does not feel they would be more productive and did not answer the question in regards to the customer service. Lastly, 1 does feel they would be more productive and does feel they would be able to provide the same or better level of customer service. Then there are 4 employees who are supportive of the 4-10 schedule and feel they would be more productive and their customers would receive the same or better level of customer service. Then there are 8 employees who are neutral to the 4-10 schedule. Of those 8, there are 2 who do not feel they would be more productive nor do they feel their customers will receive the same or better level of customer service. Then there are 2 who do not feel they will be more productive but they do feel their customers will receive the same or better level of customer service. 1 who feels they will be more productive but does not feel the customers will receive the same or better level of customer service. 2 who feel they will be more productive and their customers will receive the same or better level of customer service. 1 who did not answer the question in regards to productivity but does feel their customers will receive the same or better level of customer service.

## 4-10 (Non) Supportive Transportation City Hall

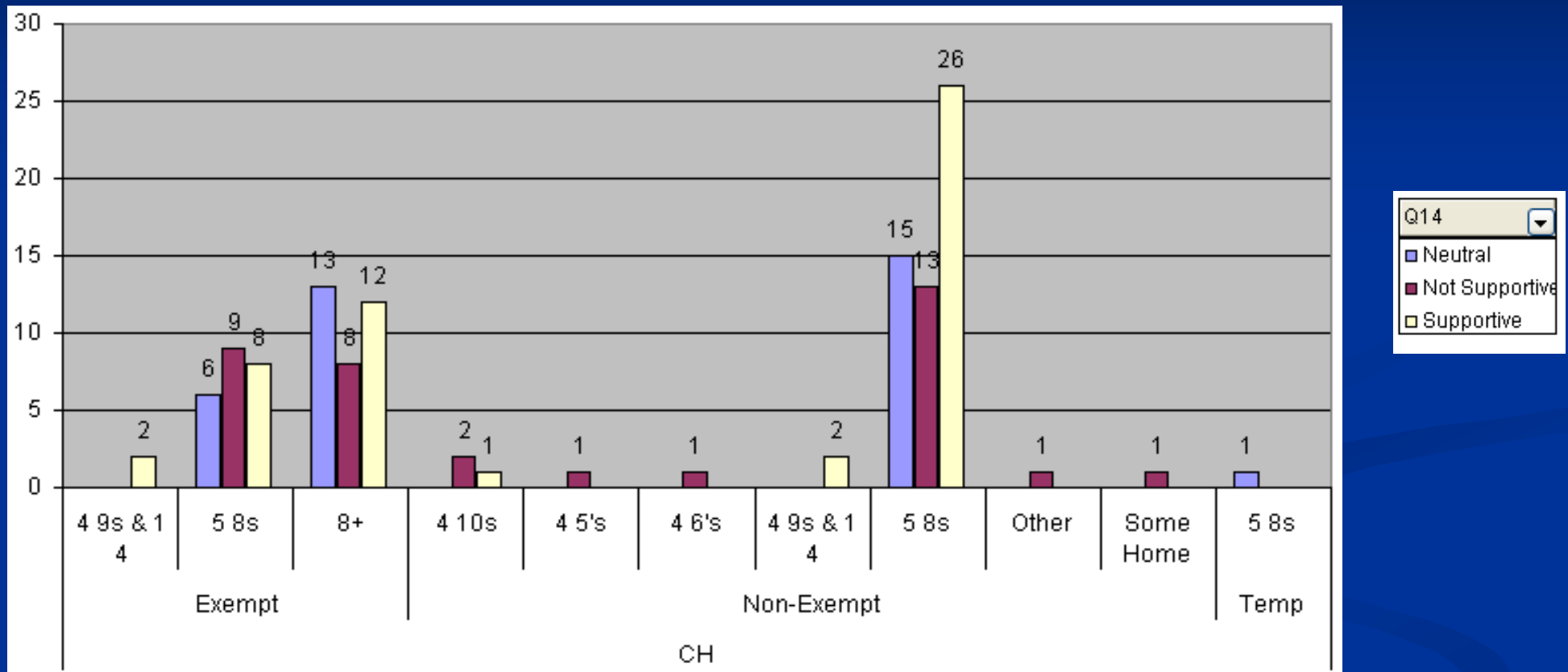


## 4-10 (Non) Supportive Transportation City Hall

This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 2 employees who travel less than a mile to work- of those employees 1 is supportive of the 4-10 schedule and will not see a change in their trips, while the other 1 is not supportive of the 4-10 schedule and will not see a change in their trips.
- 11 employees who travel 1 to 2 miles to work- of those employees 8 are supportive, 6 will not see a change in trips while 2 will see a decrease in trips. 2 are neutral and will see an increase in trips. 1 is not supportive and will see a decrease in trips.
- 49 employees who travel 3 to 5 miles to work – of those employees 24 are supportive, 18 will see a decrease in their travel, 2 will see an increase in trips, and 4 will not see any change. 8 are neutral to the 4-10 schedule and 2 will not see a change in trips while 6 will see a decrease. Then there are 16 not supportive of the 4-10 schedule. 4 will see a decrease in trips, 2 will see an increase in trips, 10 will not see a change, and 1 did not answer how their trips will be affected.
- 20 employees who travel 5 to 7 miles to work- of those employees 7 are supportive and all will see a decrease in trips. 2 are neutral and will not see a change in trips. 11 are not supportive, 4 will see a decrease in trips, 2 will see an increase in trips, and 5 will not see a change in their trips.
- 13 employees who travel 7 to 10 miles to work – of those employees 6 are neutral to the 4-10 schedule, 2 will see decreases in trips, 1 will see an increase, and 3 will not see any change in trips. 7 not supportive of the 4-10 schedule, 2 will see a decrease in trips, 4 will see an increase in trips, and 1 will see no change in their trips.
- 28 employees who travel more than 10 miles to work – of those employees 12 are supportive, 11 will see a decrease in trips, 2 did not answer how their trips will be affected. 15 are not supportive, 7 will see a decrease in trips, 2 will see an increase, and 6 will not see a change.

## 4-9's & 1-4 (Non) Supportive By schedule and Status City Hall

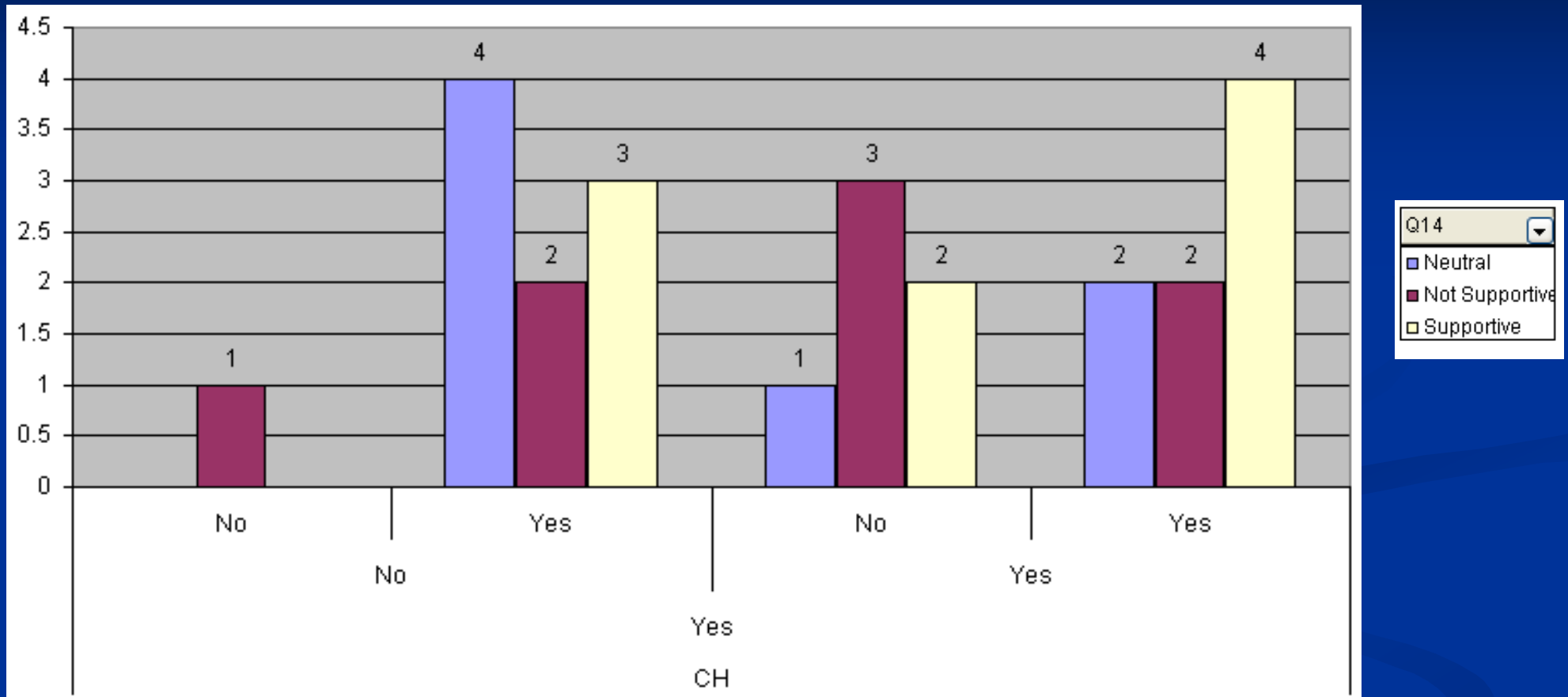


## 4-9's & 1-4 (Non) Supportive By schedule and Status City Hall

This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 29 exempt employees- of those there are 17 who are not supportive of the 4-9 & 1-4 schedule, 9 are currently working a 5-8 schedule, 8 are currently working more than 8 hours a day. While there are 22 who are supportive of the 4-9 & 1-4 schedule: 8 are currently working a 5-8 schedule, 12 are working more than 8 hours a day, while 2 is working a 4-9 & 1-4 schedule. Then there are 19 who are neutral of the 4-9 & 1-4 schedule, 6 are currently work a 5-8 schedule, and 13 are currently working more than 8 hours a day.
- 63 non-exempt employees – of those there are 19 who are not supportive of the 4-9 & 1-4 schedule, 13 are currently working a 5-8 schedule, 2 are currently working a 4-10 schedule, 1 is currently working 4-6's, 1 is currently working 4-5's, 1 is working some at home, and one is working a different schedule all together. Then there are 29 who are supportive of the 4-9 & 1-4 schedule; 26 are currently working 5-8 schedules, 2 are currently working a 4-9 & 1-4 schedule, and 1 is currently working 4-10s. Then there are 15 neutrals and they are all working a 5-8 schedule.
- 1 temporary employee who is neutral of the 4-9 & 1-4 schedule and is currently working a 5-8 schedule.

## 4-9's & 1-4 (Non) Supportive Daycare City Hall



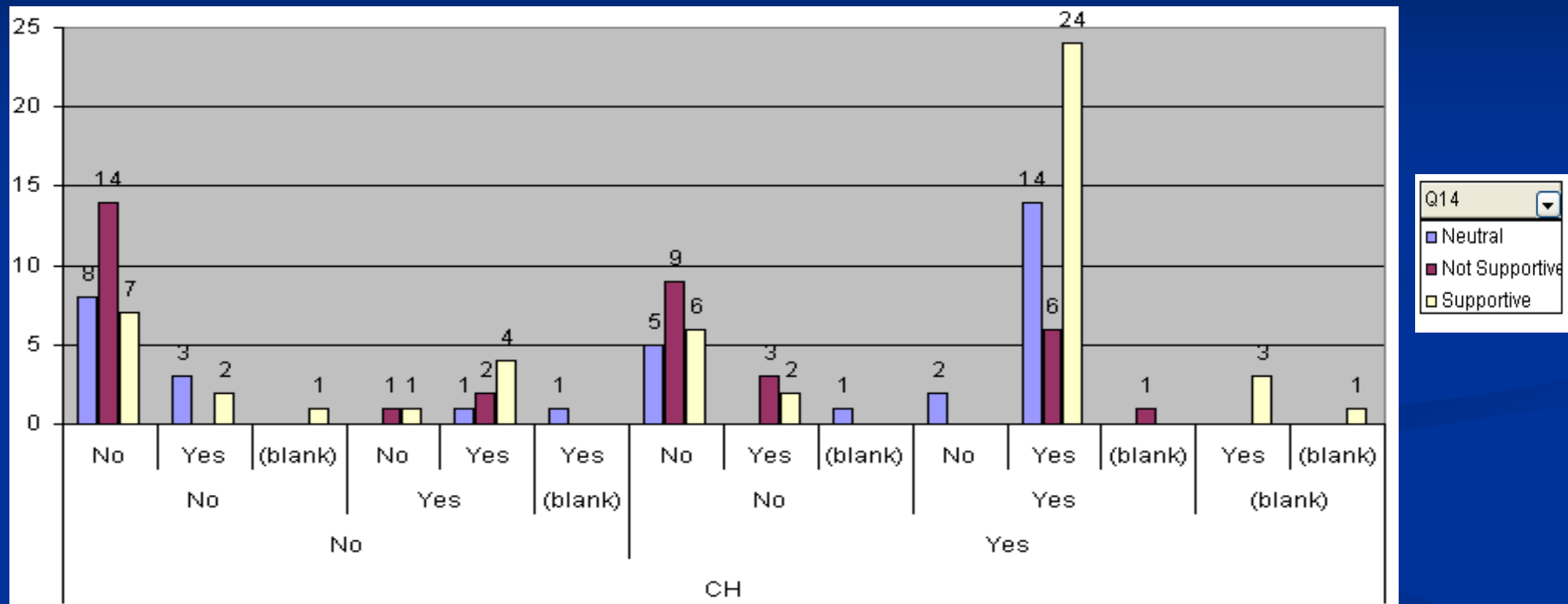


## 4-9's & 1-4 (Non) Supportive Daycare City Hall

This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 24 employees who use daycare and answered the 4-9 & 1-4 schedule question. Out of those 24 employees there are:
  - 10 employees whose daycare will not accommodate the extended hours, 3 are not supportive of the 4-9 & 1-4 schedule and out of those 3, 1 will not be charged more money but 2 will. Then there are 4 who are neutral to the 4-9 & 1-4 schedule and all 4 of them will be charged more money. Then there are 3 who are supportive of the 4-9 & 1-4 schedule and all 3 of them would be charged more money with the extended hours.
  - 14 employees whose daycare will accommodate the extended hours. 5 who are not supportive and out of those 5, 3 will not be charged more money but 2 will. 3 who are neutral to the 4-9 & 1-4 schedule. Out of those 3, 1 will not be charged more money for extended hours while 2 will. Then there are 6 who are supportive of the 4-9 & 1-4 schedule. Out of those 6, 2 will not be charged more money for the extended hours while 4 will be charged more money.

## 4-9's & 1-4 (Non) Supportive Customer Service City Hall

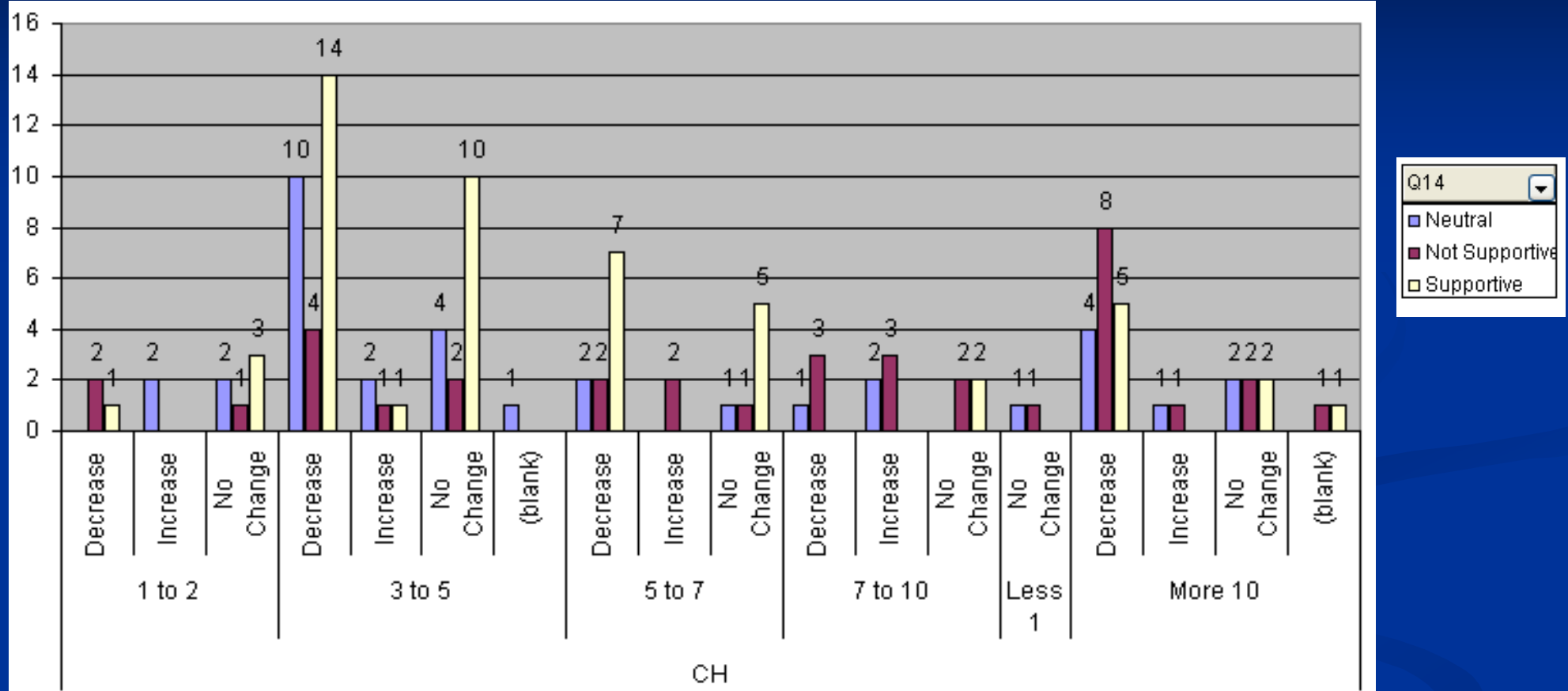


## 4-9's & 1-4 (Non) Supportive Customer Service City Hall

This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 77 employees that felt their customers would take advantage of the extended hours. Of those 77, 19 are not supportive of the 4-9 & 1-4 schedule. 6 believe they will be more productive and able to provide the same or better customer service to their customers, while 1 believes they will be more productive and did not answer the customer service question. Then 3 do not believe they will be more productive but do believe the customer will receive the same or better level of customer service while 9 do not believe they will be more productive nor that the customers will receive the same or better level of customer service. Then out of the 77, there are 22 who are neutral to the 4-9 & 1-4 schedule. 14 stated they would be more productive and the customers would receive the same or better customer service with the extended hours. 2 stated they would be more productive but the customers would not receive the same or better customer service. 1 stated they would not be more productive and did not answer the customer service question. Then 5 stated they would not be more productive nor would the customers receive the same or better level of customer service. Then there are 36 employees who are supportive of the 4-9 & 1-4 schedule and feel their customers would use the extended hours. Out of those 49, 24 believe they would be more productive and their customers would receive the same or better level of customer service. 3 did not answer about being more productive but did state that they felt their customers would receive the same or better level of customer service. 1 did not answer about being more productive nor about the customer service. 2 did not believe they would be more productive but did feel their customers would receive the same or better level of customer service. Lastly, 6 felt they would not be more productive nor would their customers receive the same or better level of customer service.
- 45 employees that felt their customers would not take advantage of the extended hours. Of those 45, 17 are not supportive of the 4-9 & 1-4 schedule. 14 do not feel they would be more productive nor do they feel their customers would receive the same or better level of customer service. 1 does feel they would be more productive and that the customers would not receive the same or better customer service. Then 2 thought they would be more productive and customers would receive the same or better level of customer service. Then there are 13 employees who are neutral to the 4-9 & 1-4 schedule. Of those 13, there are 8 who do not feel they would be more productive nor do they feel their customers will receive the same or better level of customer service. Then there are 3 who do not feel they will be more productive but they do feel their customers will receive the same or better level of customer service. 1 who feel they will be more productive and their customers will receive the same or better level of customer service. 1 who did not answer the question in regards to productivity but does feel their customers will receive the same or better level of customer service. Then there are 15 employees who are supportive of the 4-9 & 1-4 schedule. Of those 15, 4 feel they would be more productive and their customers would receive the same or better level of customer service, 1 feels they would be more productive but that the customers would not receive the same or better level of customer service, 1 will not be more productive but did not answer the customer service question, 2 will not be more productive but the customers will receive the same or better customer service, 7 that will not be more productive nor will the customers receive the same or better level of customer service.

## 4-9's & 1-4 (Non) Supportive Transportation City Hall



## 4-9's & 1-4 (Non) Supportive Transportation City Hall

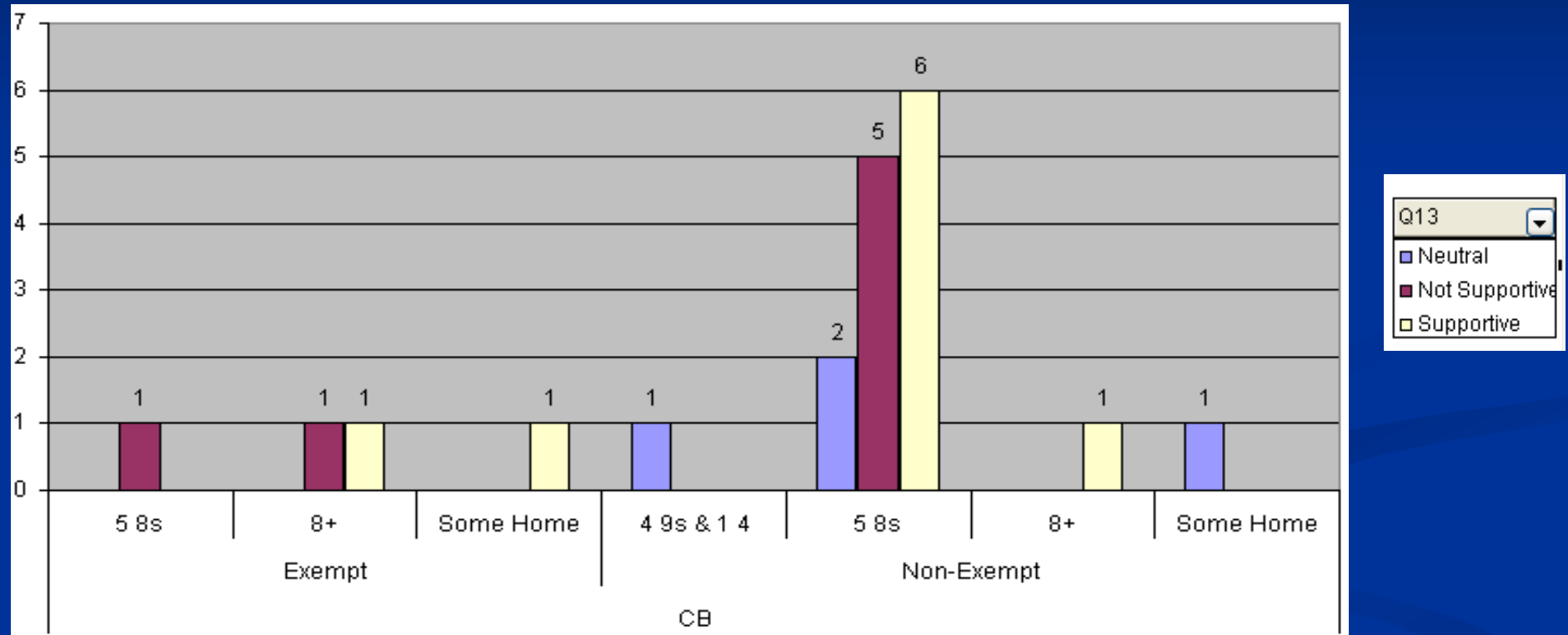
This chart is showing that at City Hall, out of the 123 employees who completed the survey there are:

- 2 employees who travel less than a mile to work- of those employees 1 is neutral of the 4-9 & 1-4 schedule and will not see a change in their trips, while the other 1 is not supportive of the 4-9 & 1-4 schedule and will not see a change in their trips.
- 11 employees who travel 1 to 2 miles to work- of those employees - 4 are supportive, 3 will not see a change in trips while 1 will see a decrease in trips. 4 are neutral, 2 will see an increase in trips, 2 will see no change in their trips. 3 are not supportive, 2 will see a decrease in trips, 1 will see no change in their trips.
- 49 employees who travel 3 to 5 miles to work – of those employees 25 are supportive, 14 will see a decrease in their travel, 1 will see an increase in trips, and 10 will not see any change. 17 are neutral to the 4-9 & 1-4 schedule, 4 will not see a change in trips, 10 will see a decrease, 2 will see an increase, and 1 did not answer how their trips will be affected. Then there are 7 not supportive of the 4-9 & 1-4 schedule. 4 will see a decrease in trips, 1 will see an increase in trips, and 2 will not see a change
- 20 employees who travel 5 to 7 miles to work- of those employees 12 are supportive, 7 will see a decrease in trips, and 5 will not see a change in trips. 3 are neutral, 2 will see a decrease in trips, and 1 will not see a change in trips. 5 are not supportive, 2 will see a decrease in trips, 2 will see an increase in trips, and 1 will not see a change in their trips.
- 13 employees who travel 7 to 10 miles to work – of those employees 2 are supportive and will not see a change in trips. 3 are neutral to the 4-9 & 1-4 schedule, 1 will see decreases in trips, and 2 will see an increase. 8 are not supportive of the 4-9 & 1-4 schedule, 3 will see a decrease in trips, 3 will see an increase in trips, and 2 will see no change in their trips.
- 28 employees who travel more than 10 miles to work – of those employees 8 are supportive, 5 will see a decrease in trips, 2 will not see any changes in their trips, and 1 did not answer how their trips will be affected. 7 are neutral, 4 will see decrease in trips, 1 will see increases, and 2 will not see any changes to their trips. 12 are not supportive, 8 will see a decrease in trips, 1 will see an increase, 2 will not see a change in their trips, and 1 did not answer how their trips will be affected..

# Cherry Building

Employee Surveys

# 4-10 (Non) Supportive By schedule and Status Cherry Building



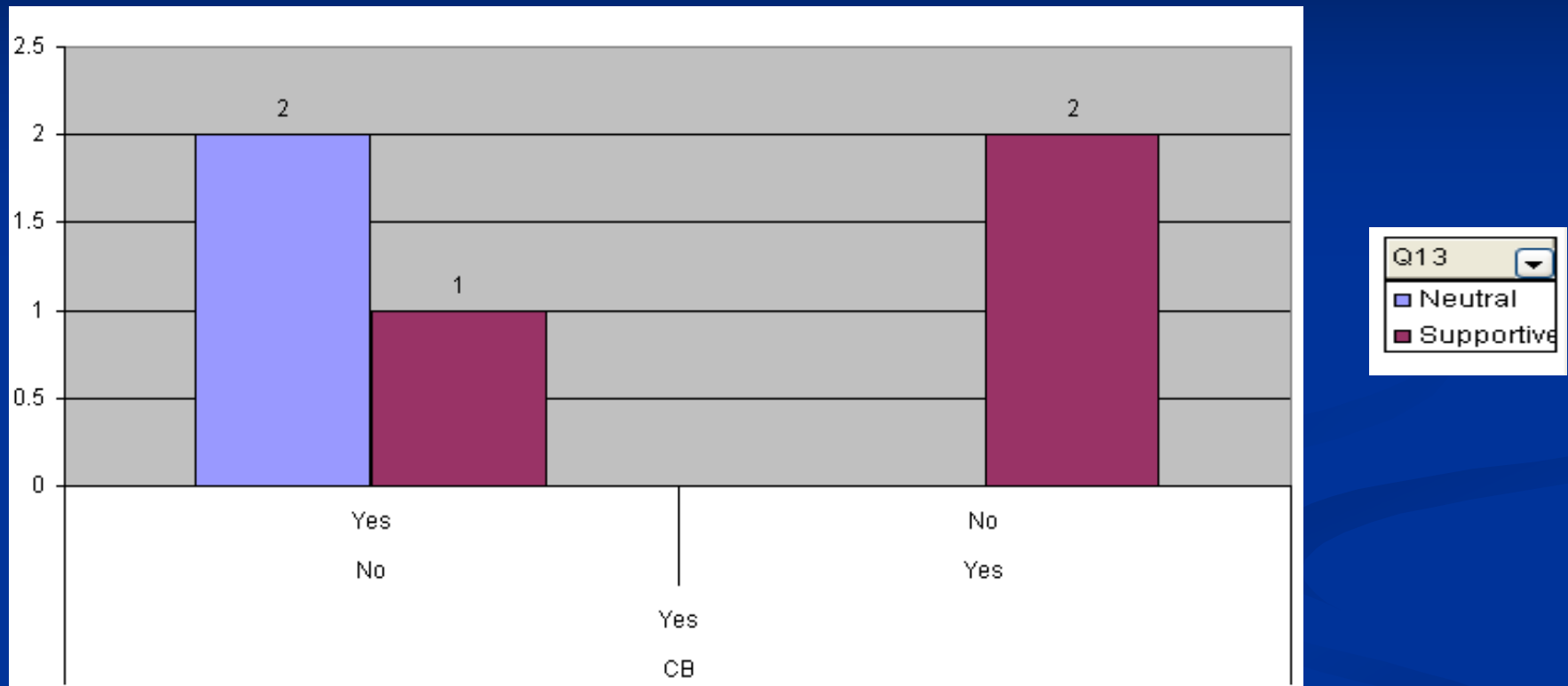
## 4-10 (Non) Supportive By schedule and Status Cherry Building

This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- 4 exempt employees- of those there are 2 who are not supportive of the 4-10 schedule, 1 is currently working a 5-8 schedule and the other is working more than 8 hours. While there are 2 who are supportive of the 4-10 schedule: 1 is working more than 8 hours while the other works from home sometimes.
- 16 non-exempt employees – of those there are 5 who are not supportive of the 4-10 schedule, all 5 are currently working a 5-8 schedule. Then there are 7 who are supportive of the 4-10 schedule; 1 works more than 8 hours a week while the other 6 are working 5-8 schedule. Lastly, there are 4 non-exempt employees who are neutral to a 4-10 schedule. 1 of those currently works 4-9s and 1-4, while 2 currently work 5-8s, and 1 does some work at home.



# 4-10 (Non) Supportive with Daycare Cherry Building

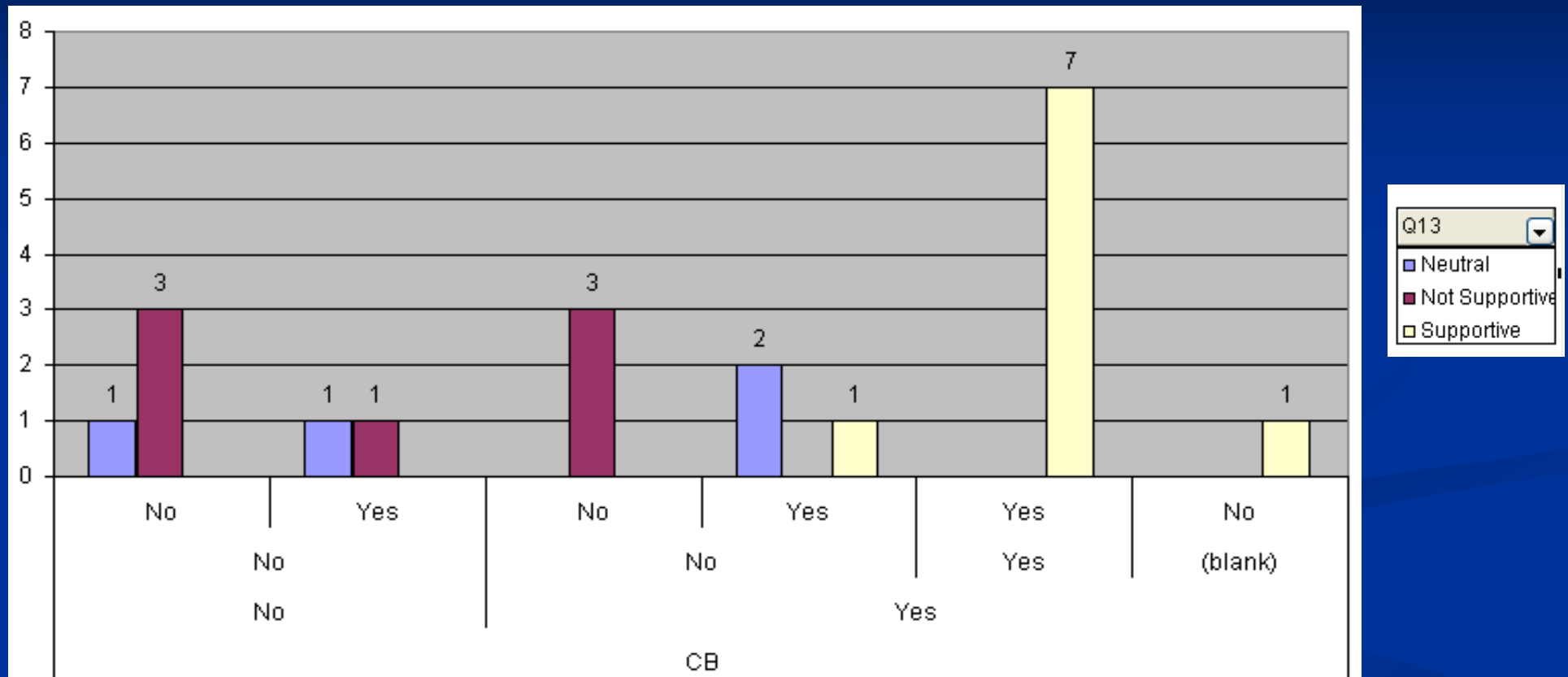


## 4-10 (Non) Supportive with Daycare Cherry Building

This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- 5 employees who use daycare. Out of those 5 employees there are:
  - 2 employees who's daycare will accommodate the hours and not charge them more, they are both supportive of the 4-10 schedule.
  - Then there are 3 employees whose daycare will not accommodate the hours and they will charge them more: 1 is still supportive of the 4-10 schedule while the other two are neutral.

## 4-10 (Non) Supportive Customer Service Cherry Building

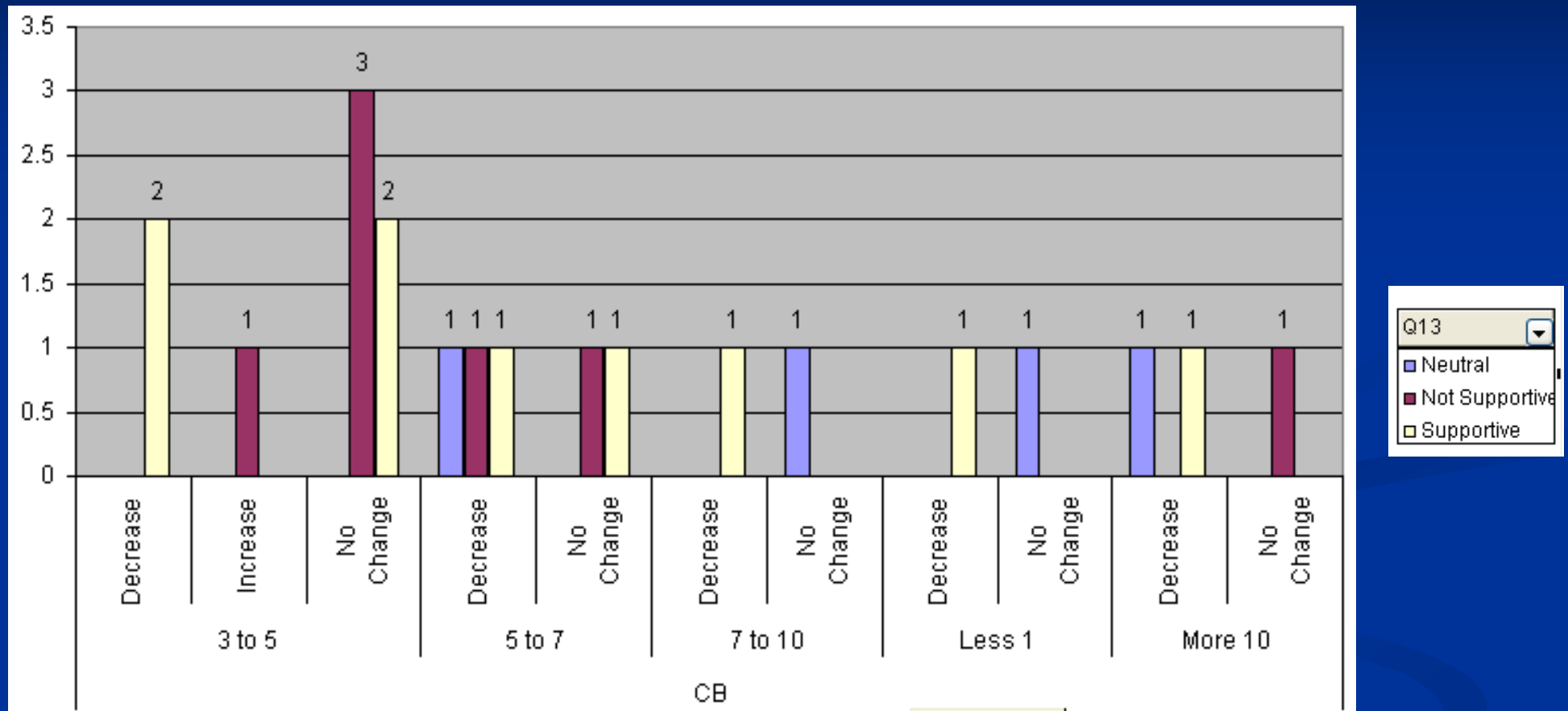


## 4-10 (Non) Supportive Customer Service Cherry Building

This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- 14 employees that felt their customers would take advantage of the extended hours. Of those 14, 9 are supportive of the 4-10 schedule. 7 believe they will be more productive and will be able to provide the same or better customer service to their customers, while 1 of those 9 do not believe they will be more productive but do feel they would be able to provide the same or better customer service, then the last one did not answer if they thought they would be more productive but did feel they would be able to provide the same or better customer service. Then out of the 14 there are 2 employees who are neutral to the 4-10 schedule and they did not feel they would be more productive but did feel they would be able to provide the same or better customer service. Lastly there are 3 employees who are not supportive of the 4-10 schedule and they do not feel they would be more productive nor able to provide the same or better customer service.
- 6 employees that felt their customers would not take advantage of the extended hours and all 6 of those employees did not feel they would be more productive in 4-10 schedule. Out of those 6 there were 4 not supportive of the 4-10 schedule. 1 of those 4 felt they would be able to provide same or better customer service while the other 3 did not believe they would be able to provide the same or better customer service. Then there are 2 employees out of the 6 that are neutral to the 4-10 schedule, 1 of those employees feels they would be able to provide the same or better customer service while the other employee does not feel they would be able to provide the same or better customer service.

## 4-10 (Non) Supportive Transportation Cherry Building

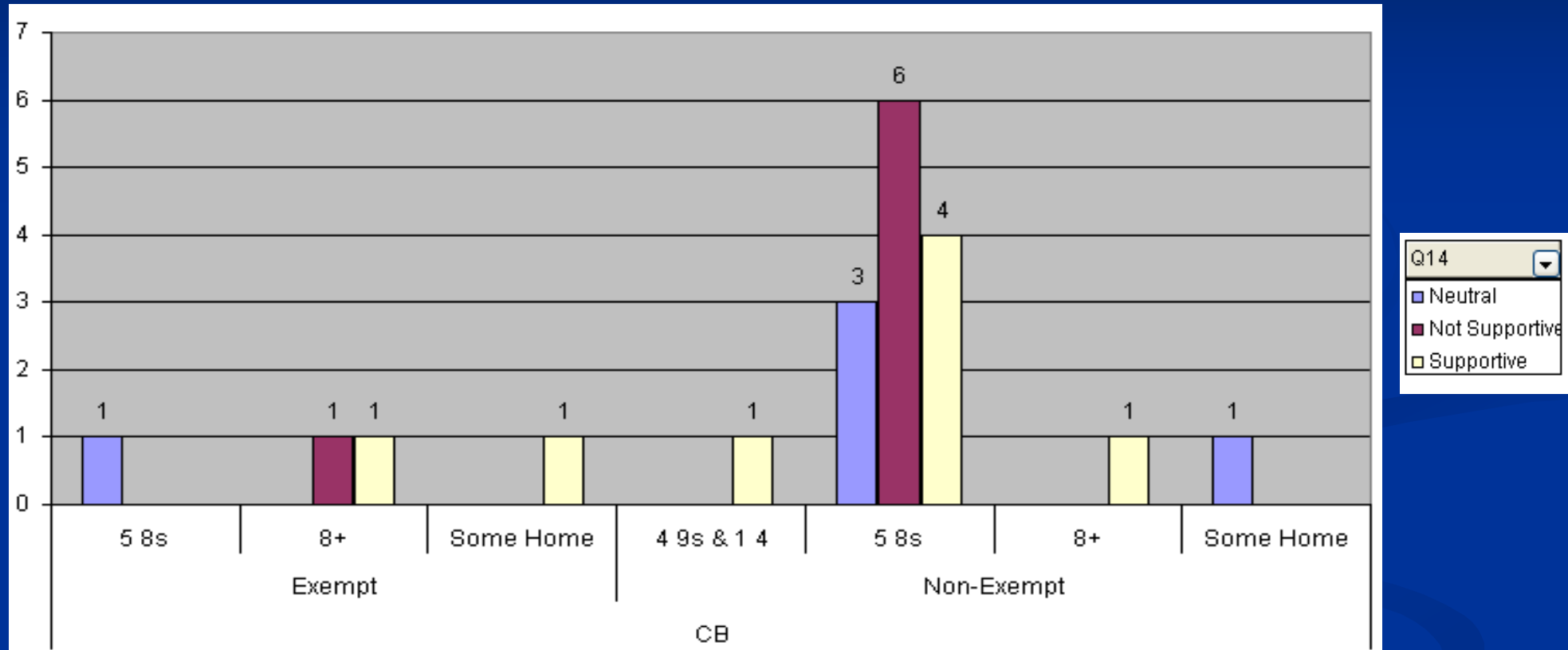


## 4-10 (Non) Supportive Transportation Cherry Building

This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- There are 2 employees who travel less than a mile to work- of those employees 1 is supportive of the 4-10 schedule and will see their trips decrease while the other one is neutral to the 4-10 schedule and will not see a change in their trips.
- There are 8 employees who travel 3 to 5 miles to work – of those employees 4 are supportive, 2 see a decrease in their travel while the other 2 do not see any change in their trips. Then there are 4 who are not supportive, 3 will not see a change in their trips while 1 will see an increase in trips with the 4-10 schedule.
- There are 5 employees who travel 5 to 7 miles to work- of those employees 2 are supportive, 1 sees no change in trips while the other sees a decrease. Then there are 2 not supportive, 1 sees no change in trips while the other sees a decrease. Then there is 1 who is neutral to the 4-10 schedule and they see a decrease in their trips.
- There are 2 employees who travel 7 to 10 miles to work – of those employees 1 is supportive and sees a decrease in trips while the other 1 is neutral and they do not see a change in their trips.
- There are 3 employees who travel more than 10 miles to work – of those employees 1 is supportive and sees a decrease in trips, 1 is not supportive and does not see a change in their trips, while the last 1 is neutral and sees a decrease in trips.

## 4-9's & 1-4 (Non) Supportive By schedule and Status Cherry Building



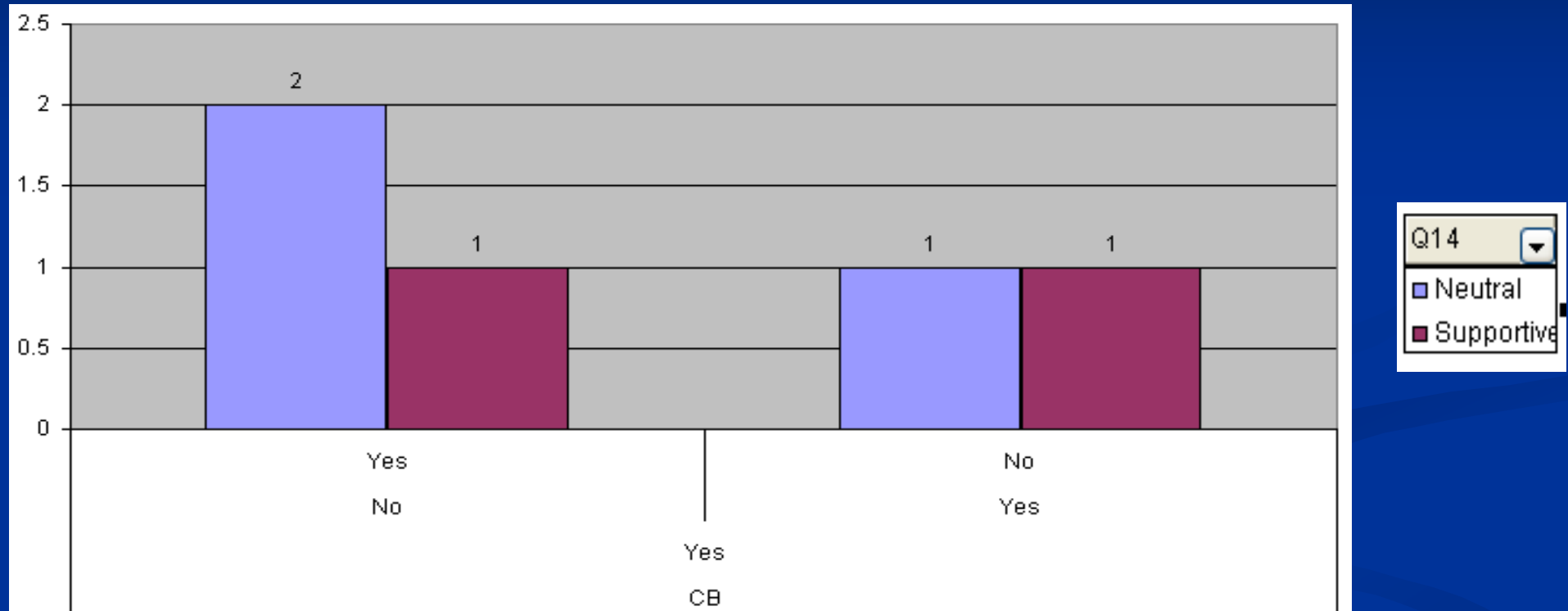
## 4-9's & 1-4 (Non) Supportive By schedule and Status Cherry Building

This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- 4 exempt employees- of those there are 2 who are supportive of the 4-9's & 1-4 schedule, 1 is working more than 8 hours while the other works from home sometimes. Then there is 1 who is neutral to the 4-9's & 1-4 and they are currently working a 5-8 schedule, then the last one is not supportive of the 4-9's & 1-4 and they currently work more than 8 hours in a day.
- 16 non-exempt employees – of those there are 6 who are not supportive of the 4-9 & 1-4 schedule, all 6 are currently working a 5-8 schedule. Then there are 6 who are supportive of the 4-9 & 1-4 schedule; 1 works more than 8 hours a week while 4 are working 5-8 schedule, and 1 is already working the 4-9's & 1-4 schedule. Lastly, there are 4 non-exempt employees who are neutral to a 4-9 & 1-4 schedule. 1 of those currently works some hours at home, while the other 3 currently work 5-8s.



# 4-9's & 1-4 (Non) Supportive Daycare Cherry Building

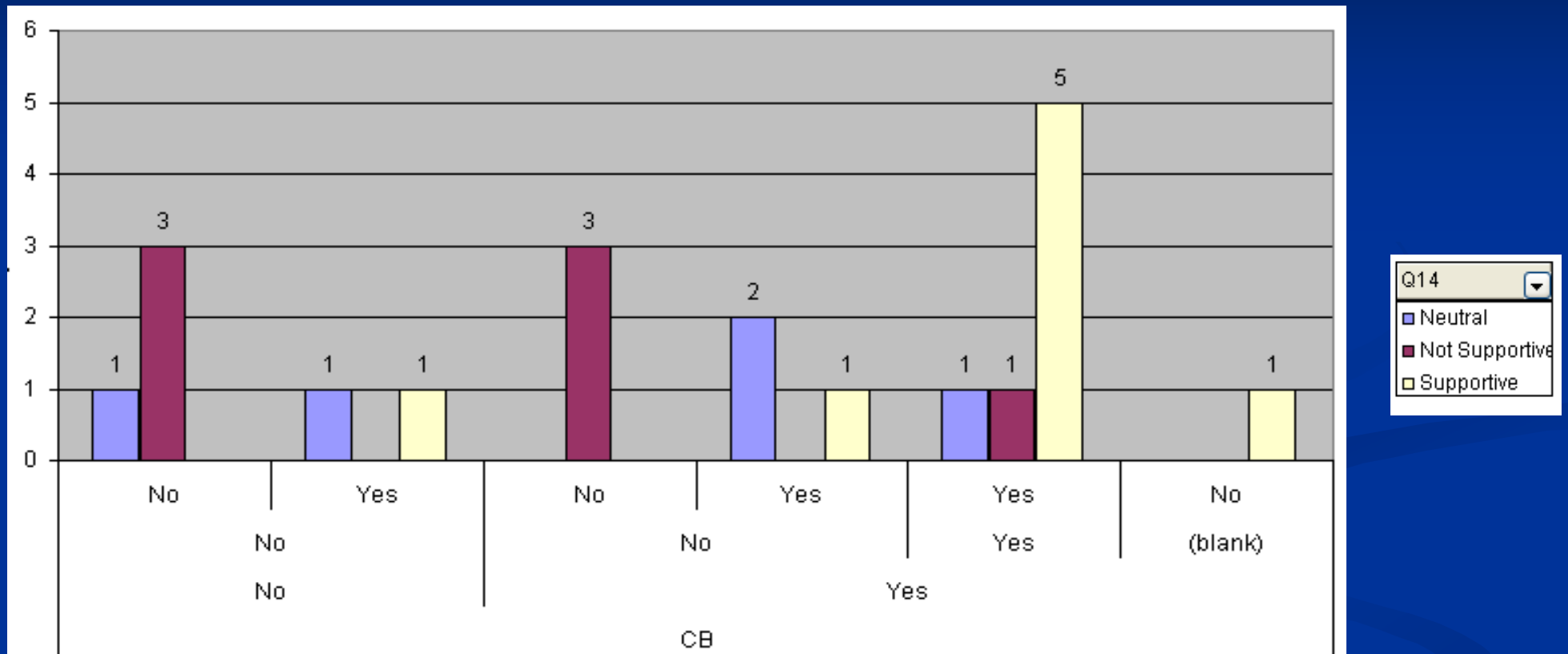


## 4-9's & 1-4 (Non) Supportive Daycare Cherry Building

This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- 5 employees who use daycare. Out of those 5 employees there are:
  - 2 employees who's daycare will accommodate the hours and not charge them more, 1 is supportive of the 4-9s & 1-4 while the other is neutral of this schedule.
  - Then there are 3 employees whose daycare will not accommodate the hours and they will charge them more: 1 is still supportive of the 4-9's & 1-4 schedule while the other two are neutral.

## 4-9's & 1-4 (Non) Supportive Customer Service Cherry Building

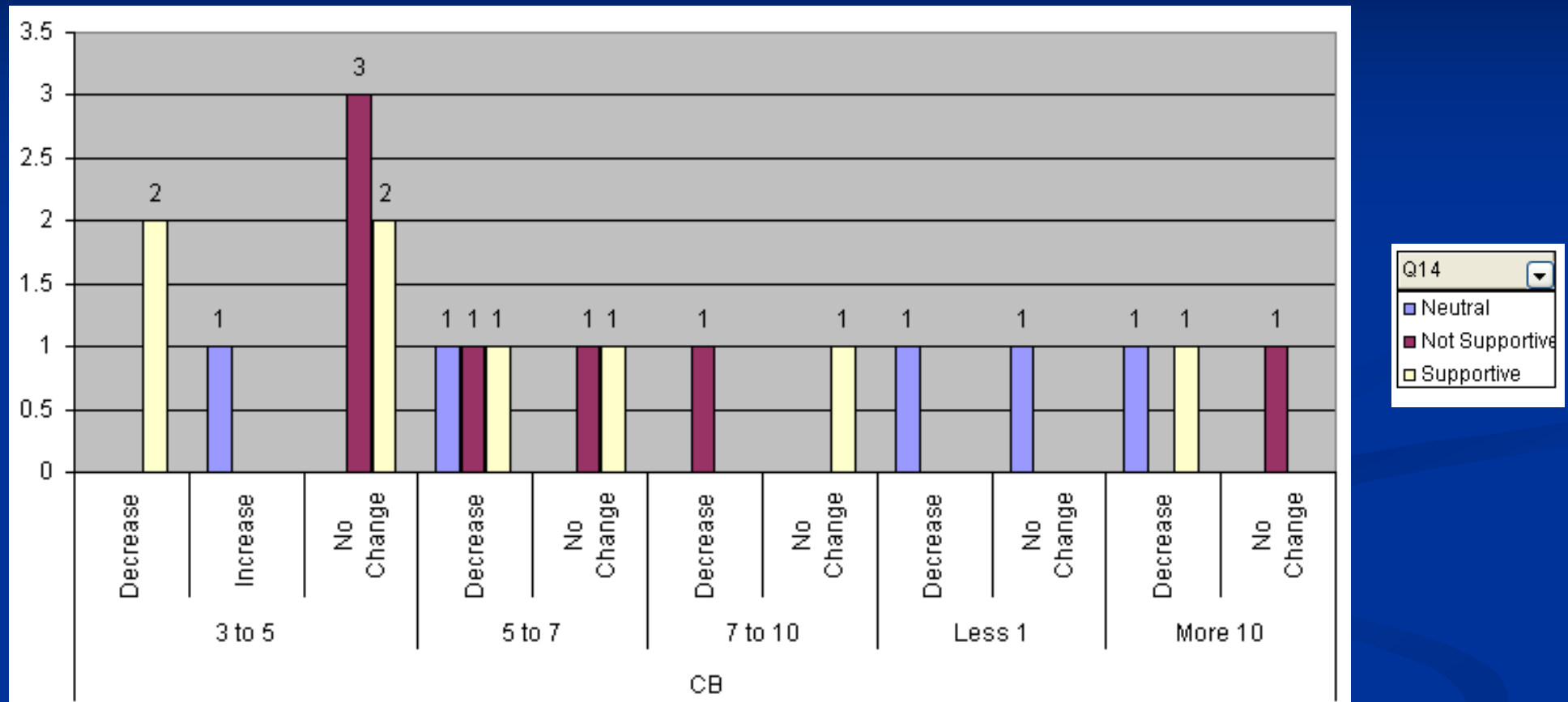


## 4-9's & 1-4 (Non) Supportive Customer Service Cherry Building

This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- 14 employees that felt their customers would take advantage of the extended hours. Of those 14, 7 are supportive of the 4-9 & 1-4 schedule. 5 believe they will be more productive and will be able to provide the same or better customer service to their customers, while 1 of those 7 do not believe they will be more productive but do feel they would be able to provide the same or better customer service, then the last one did not answer if they thought they would be more productive but did feel they would be able to provide the same or better customer service. Then out of the 14 there are 3 employees who are neutral to the 4-9 & 1-4 schedule and 2 did not feel they would be more productive but did feel they would be able to provide the same or better customer service while the last one did feel they would be more productive and would be able to provide the same or better customer service. Lastly there are 4 employees who are not supportive of the 4-9 & 1-4 schedule and 3 of them do not feel they would be more productive nor able to provide the same or better customer service while the last one feels they would be more productive and would be able to provide the same or better customer service.
- 6 employees that felt their customers would not take advantage of the extended hours and all 6 of those employees did not feel they would be more productive with extended hours. Out of those 6 there were 3 not supportive of the 4-9 & 1-4 schedule as they did not feel they would be able to provide the same or better customer service. Then there were 2 who were neutral to the schedule and 1 felt they would provide the same or better customer service with they other did not think they would. Then there was 1 that was supportive of the 4-9 & 1-4 schedule and did feel they would be able to provide the same or better customer service.

## 4-9's & 1-4 (Non) Supportive Transportation Cherry Building



## 4-9's & 1-4 (Non) Supportive Transportation Cherry Building

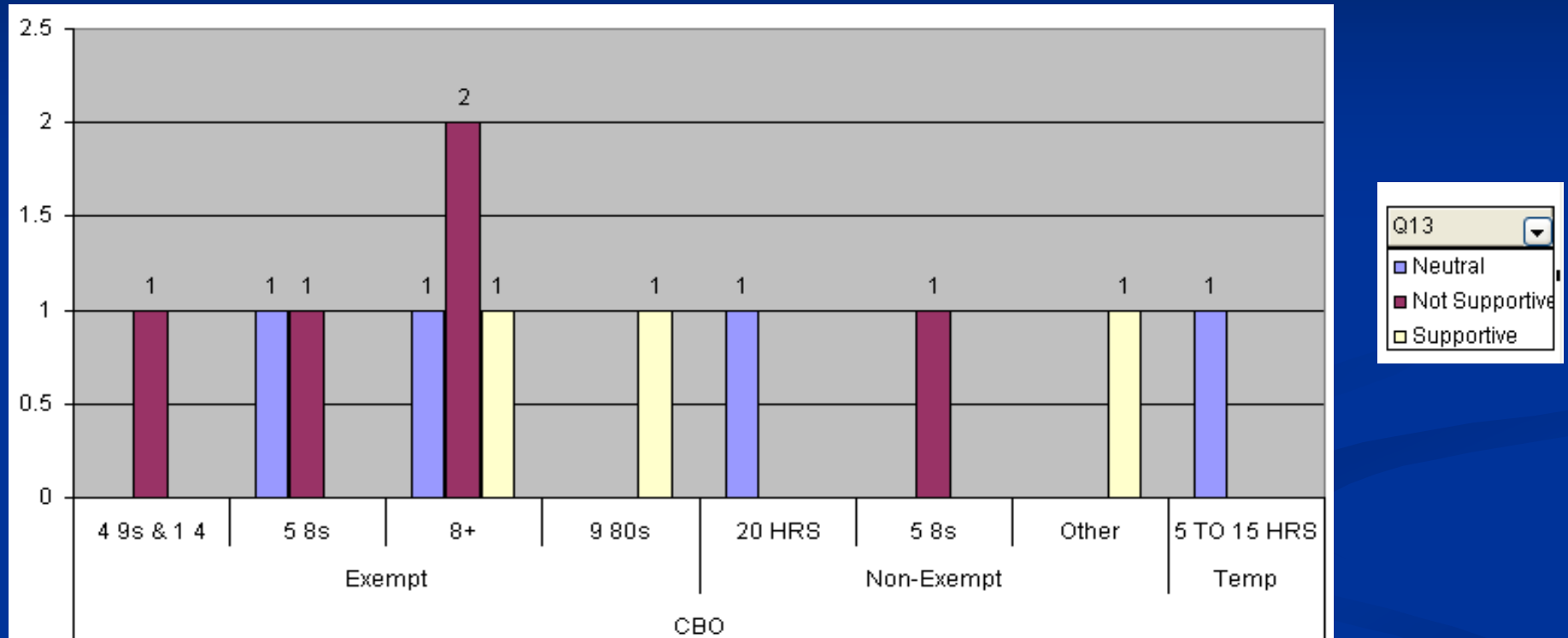
This chart is showing that at the Cherry Building, out of the 20 employees who completed the survey there are:

- There are 2 employees who travel less than a mile to work- of those employees both are neutral to the 4-9 & 1-4 schedule, 1 will see their trips decrease while the other one will not see a change in their trips.
- There are 8 employees who travel 3 to 5 miles to work – of those employees 4 are supportive, 2 see a decrease in their travel while the other 2 do not see any change in their trips. Then there are 3 who are not supportive all will not see a change in their trips, then there is 1 who is neutral to the 4-9 & 1-4 schedule and they will see an increase in trips.
- There are 5 employees who travel 5 to 7 miles to work- of those employees 2 are supportive, 1 sees no change in trips while the other sees a decrease. Then there are 2 not supportive, 1 sees no change in trips while the other sees a decrease. Then there is 1 who is neutral to the 4-9 & 1-4 schedule and they see a decrease in their trips.
- There are 2 employees who travel 7 to 10 miles to work – of those employees 1 is not supportive and sees a decrease in trips while the other 1 is supportive and they do not see a change in their trips.
- There are 3 employees who travel more than 10 miles to work – of those employees 1 is supportive and sees a decrease in trips, 1 is not supportive and does not see a change in their trips, while the last 1 is neutral and sees a decrease in trips.

# Chase Bank

Employee Surveys

## 4-10 (Non) Supportive By schedule and Status Chase Bank



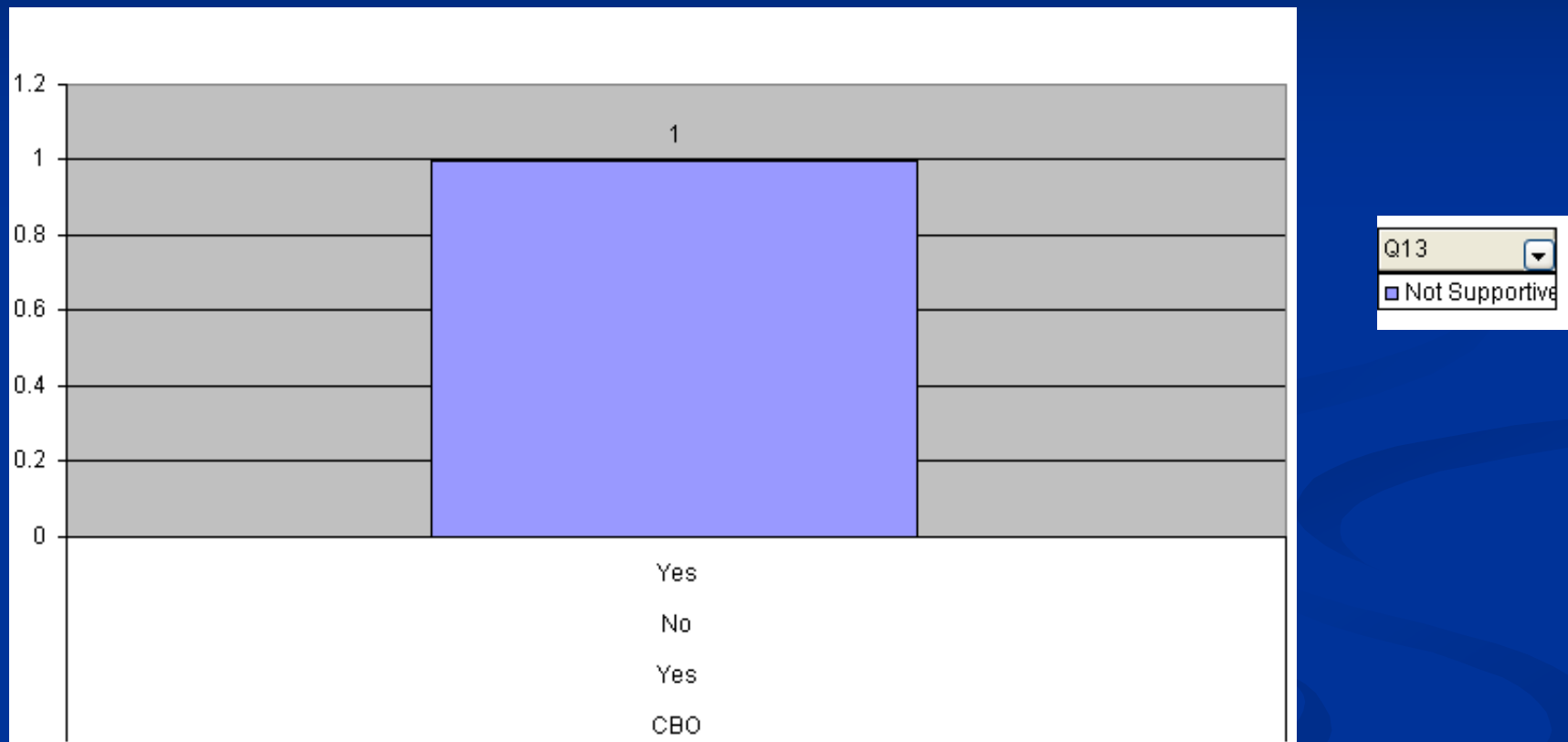


## 4-10 (Non) Supportive By schedule and Status Chase Bank

This chart is showing that at Chase Bank, out of the 12 employees who completed the survey there are:

- 8 exempt employees- of those there are 4 who are not supportive of the 4-10 schedule, is currently working a 5-8 schedule, 2 are working more than 8 hours, and the last one is working 4-9's & 1-4. While there are 2 who are neutral of the 4-10 schedule: 1 is working more than 8 hours while the other works 5-8. Then there is one who is supportive and is currently working more than 8 hours per day.
- 3 non-exempt employees – of those 1 is not supportive and is working a 5-8 schedule, 1 is supportive and is working an other schedule, and lastly one is neutral and is working 20 hours per week.
- 1 temporary employee who is neutral to the 4-10 schedule and they work 5 -15 hours per week.

# 4-10 (Non) Supportive with Daycare Chase Bank

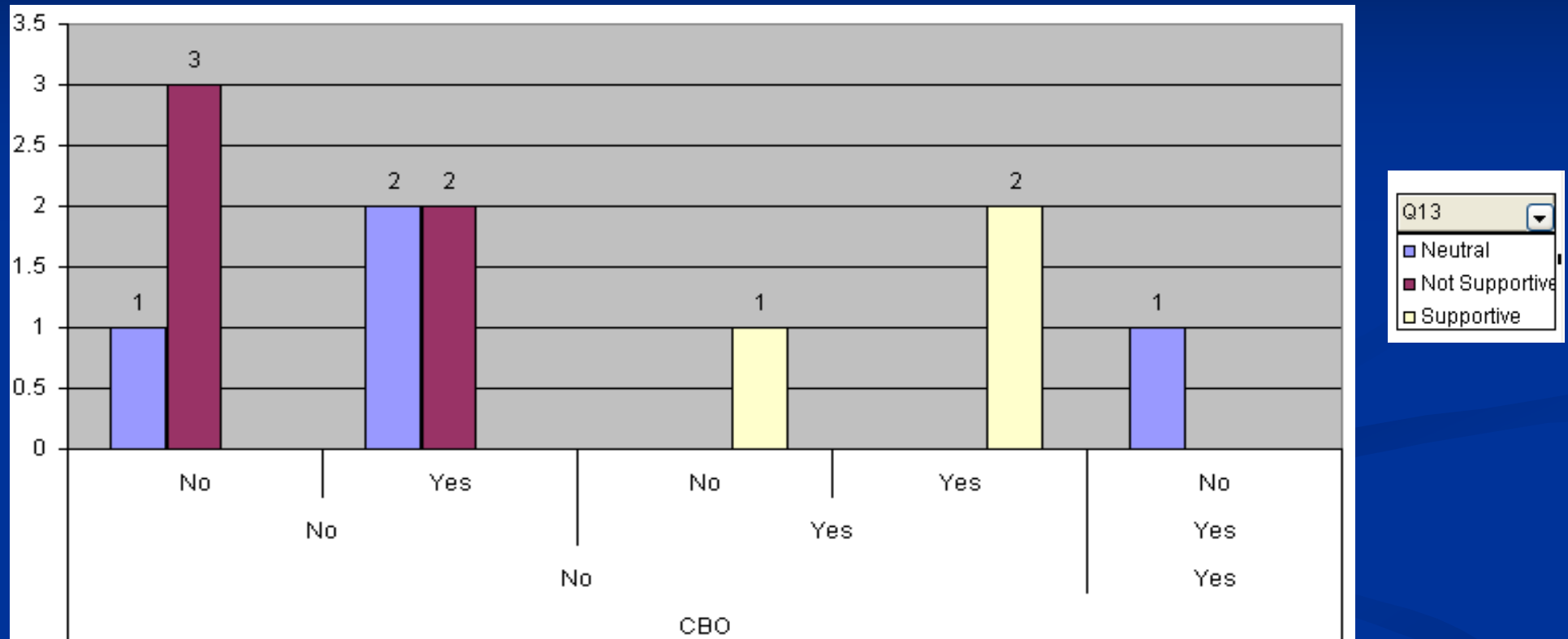


## 4-10 (Non) Supportive with Daycare Chase Bank

This chart is showing that at the Chase Bank, out of the 12 employees who completed the survey there is:

- 1 employee who uses daycare. Their daycare service is not able to accommodate the extended hours and it would cost them more money, they are not supportive of the extended hours.

## 4-10 (Non) Supportive Customer Service Chase Bank

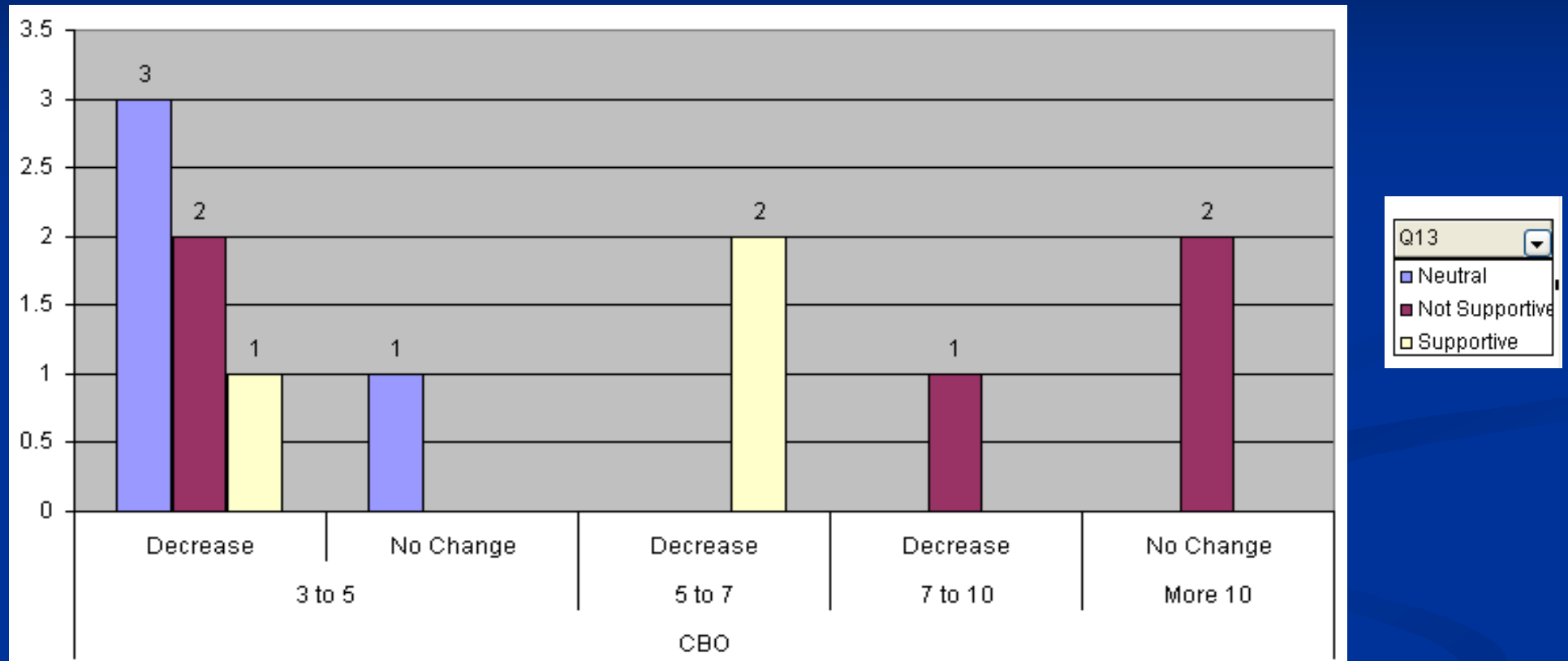


## 4-10 (Non) Supportive Customer Service Chase Bank

This chart is showing that at Chase Bank, out of the 12 employees who completed the survey there are:

- 1 employee who felt that their customers would take advantage of the extended hours. That employee is neutral to the extend hours and they feel the would be more productive but they do not feel as though they would provide the same or better customer service to their customers.
- 11 employees that felt their customers would not take advantage of the extended hours, 3 of those are supportive of the extended hours. Of those 3, 2 believe they would be more productive and able to provide the same or better customer service. While the other 1 believes they would be more productive but does not feel the customer would receive the same or better customer service. Then out of the 11 employees 5 are not supportive, all of which do not believe they will be more productive but 2 feel the customer service would be the same or better while the other 3 do not think the customer service would be the same or better. Then there were 3 employees who were neutral to the 4-10 schedule, all 2 do not believe they would be more productive but 2 of the 3 feel they would be able to provide the customers with the same or better customer service and the last 1 does not feel as though the customers would receive the same or better customer service.

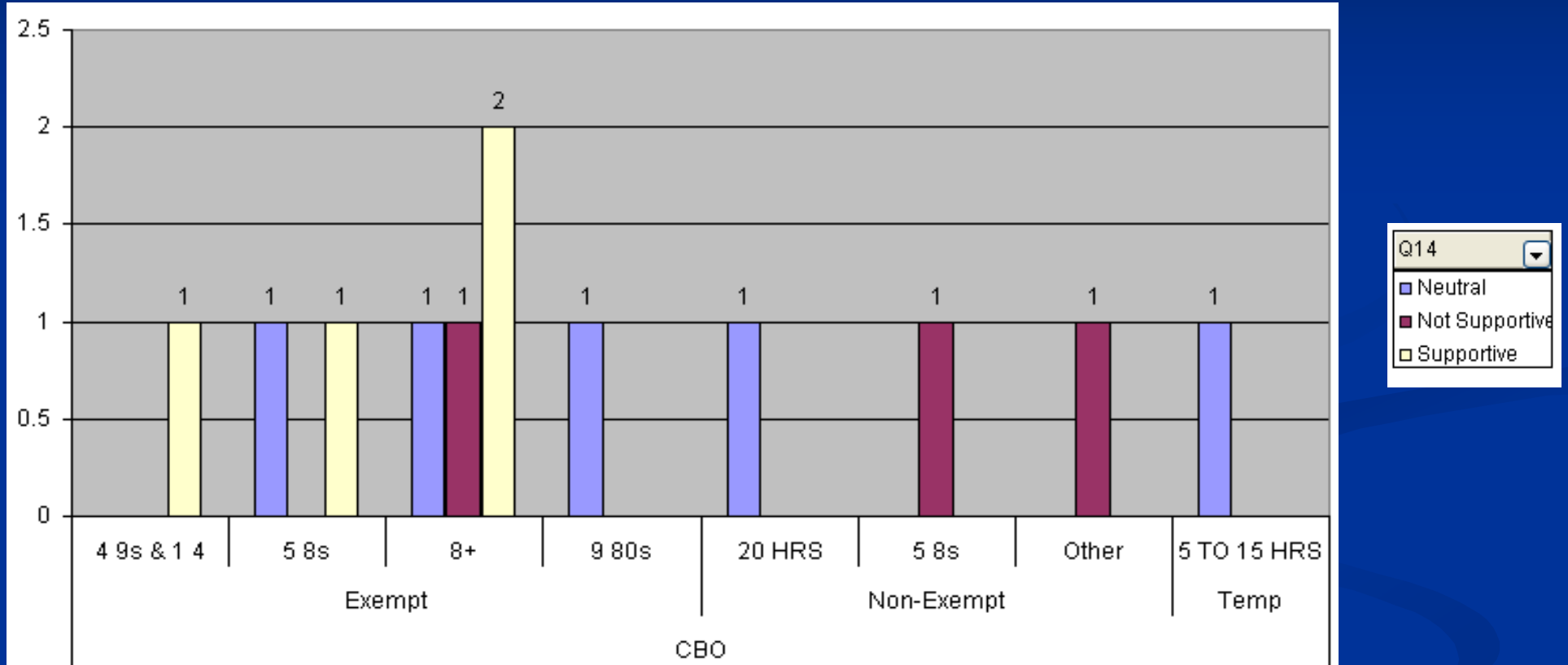
## 4-10 (Non) Supportive Transportation Chase Bank



## 4-10 (Non) Supportive Transportation Chase Bank

- This chart is showing that at the Chase Bank, out of the 12 employees who completed the survey there are:
- There are 7 employees who travel 3 to 5 miles to work – of those employees 1 is supportive and will see a decrease in trips. 4 are neutral, 3 will see a decrease in trips while 1 will see no change in trips. Then there are 2 who are not supportive and both will see a decrease in trips.
- There are 2 employees who travel 5 to 7 miles to work- of those employees both are supportive and see a decrease in trips.
- There is 1 employee who travel 7 to 10 miles to work – that employee is not supportive and will see a decrease in trips.
- There are 2 employees who travel more than 10 miles to work – both those employees are not supportive and will not see a change in trips.

## 4-9's & 1-4 (Non) Supportive By schedule and Status Chase Bank



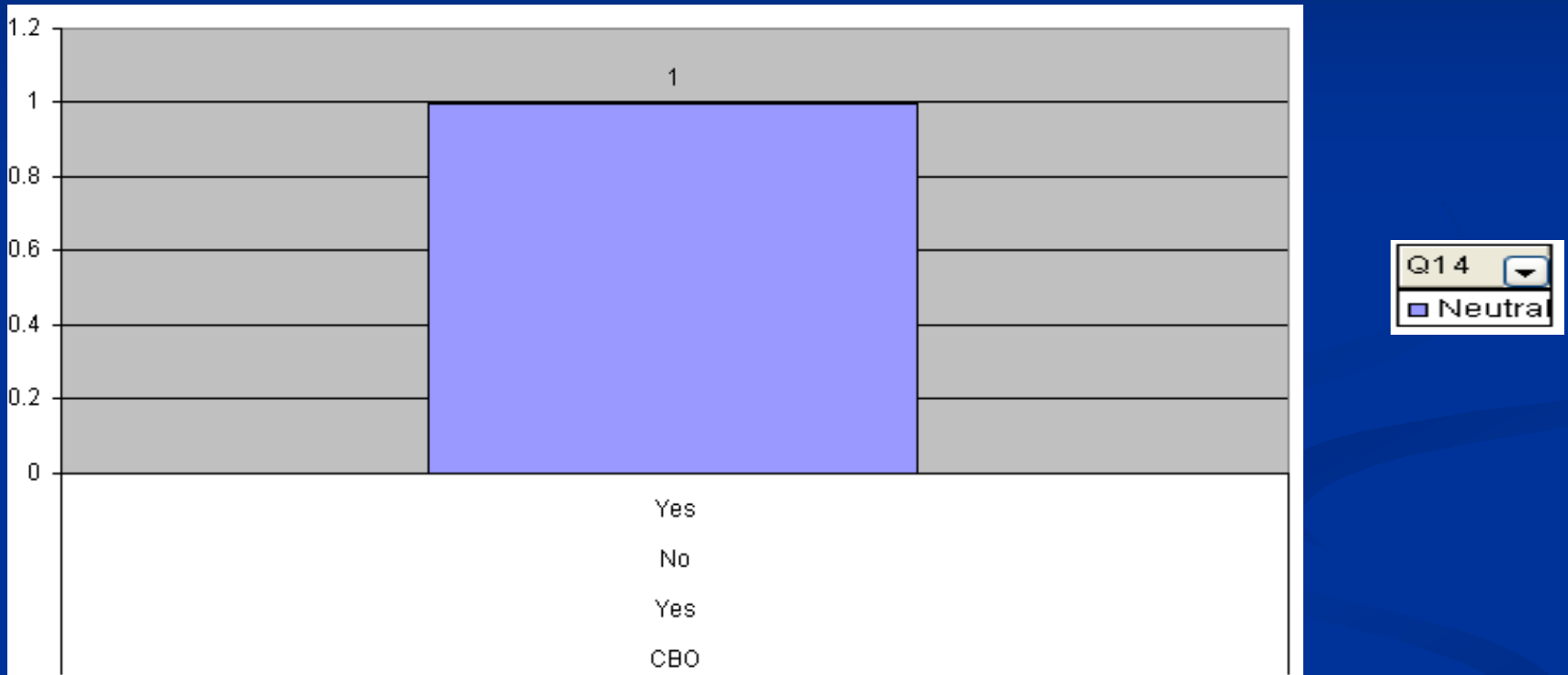


## 4-9's & 1-4 (Non) Supportive By schedule and Status Chase Bank

This chart is showing that at Chase Bank, out of the 12 employees who completed the survey there are:

- 8 exempt employees- of those there is 1 who is not supportive of the 4-10 schedule, that 1 employee is currently working more than 8 hours. While there are 3 who are neutral of the 4-10 schedule: 1 is working more than 8 hours, while 1 works 5-8, and the last works a 9-80 schedule. Then there are 4 who are supportive, 1 works 4-9 & 1-4, 1 works 5 8s, and the last 2 work more than 8 hours per day.
- 3 non-exempt employees – of those 2 are not supportive, 1 works 5-8s and the other works a different schedule. Then 1 is neutral and is working 20 hours per week.
- 1 temporary employee who is neutral to the 4-9 & 1-4 schedule and they work 5 -15 hours per week.

## 4-9's & 1-4 (Non) Supportive Daycare Chase Bank

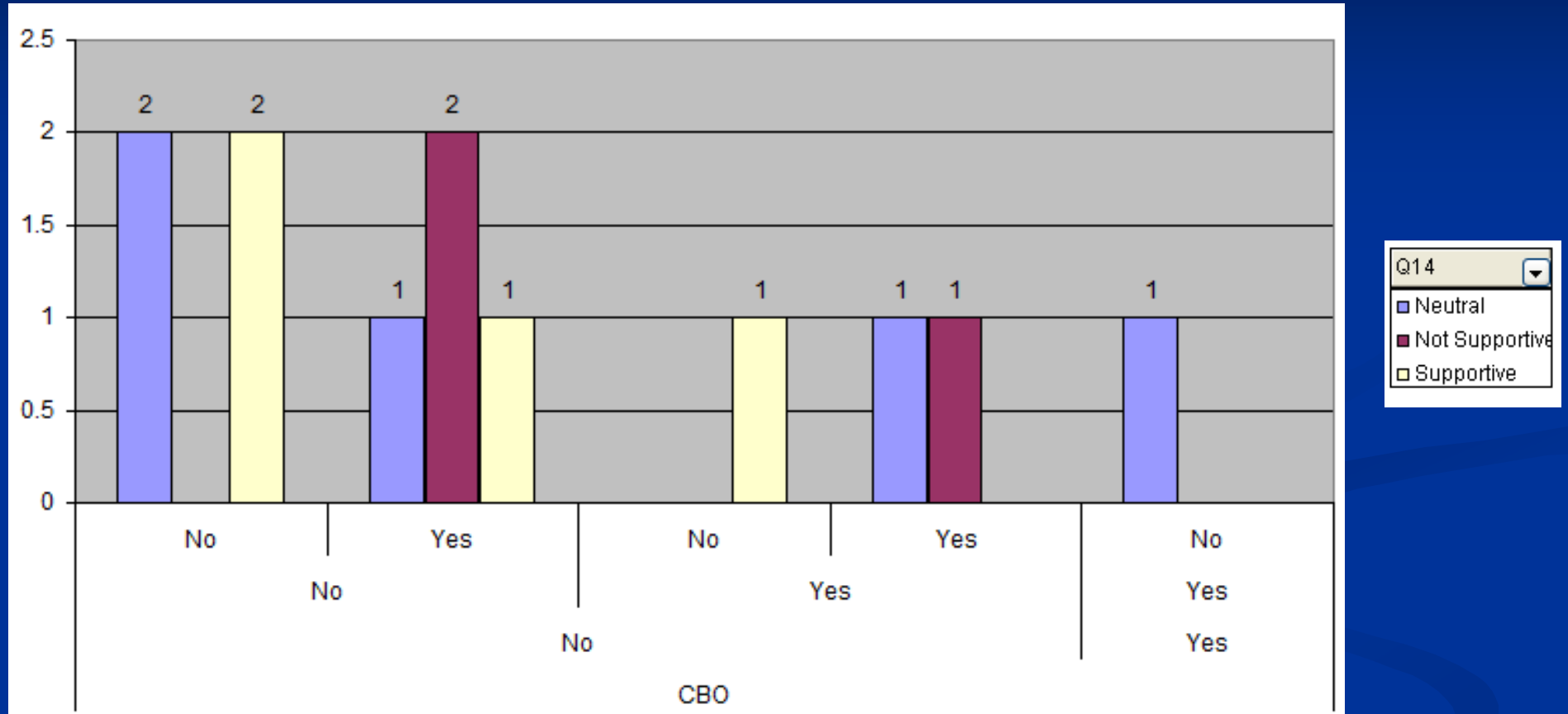


## 4-9's & 1-4 (Non) Supportive Daycare Chase Bank

This chart is showing that at the Chase Bank, out of the 12 employees who completed the survey there is:

- 1 employee who uses daycare. Their daycare service is not able to accommodate the extended hours and it would cost them more money, they are neutral of the 4-9's & 1-4 schedule.

# 4-9's & 1-4 (Non) Supportive Customer Service Chase Bank

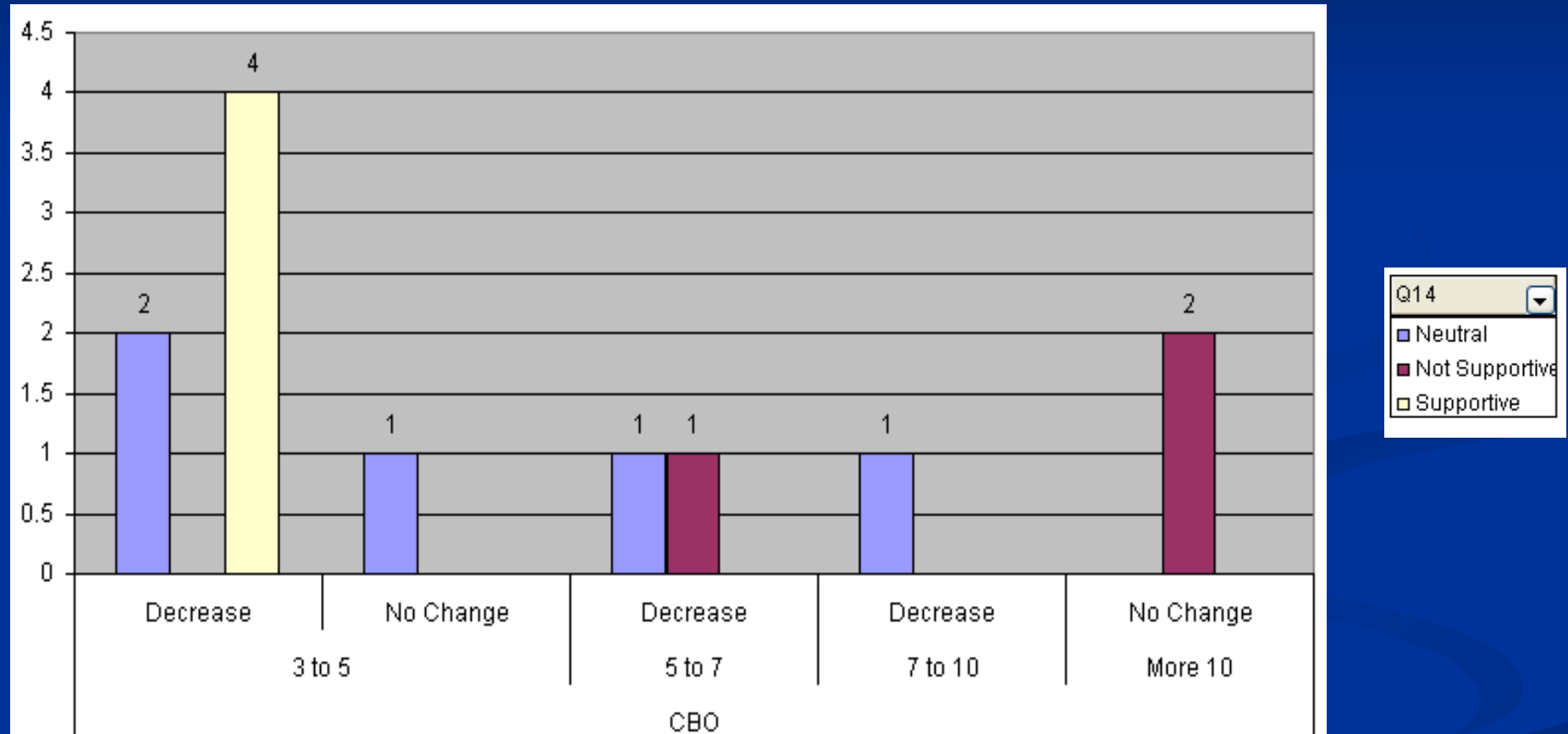


## 4-9's & 1-4 (Non) Supportive Customer Service Chase Bank

This chart is showing that at Chase Bank, out of the 12 employees who completed the survey there are:

- 1 employee who felt that their customers would take advantage of the extended hours. That employee is neutral to the extend hours and they feel the would be more productive but they do not feel as though they would provide the same or better customer service to their customers.
- 11 employees that felt their customers would not take advantage of the extended hours, 4 of those are supportive of the extended hours. Of those 4, 1 believed they would be more productive but does not believe their customers will receive the same or better customer service. Then 2 do not believe they would be more productive and they do not believe their customers would receive the same or better customer service. Then the last of the 4 do no believe they will be more productive but they do believe the customers will receive the same or better customer service. Then there are 4 employees who are neutral to the 4-9 & 1-4 schedule. Of those 4 employees 2 do not believe they would be more productive nor would customer receive the same or better customer service, 1 does not believe they will be more productive but they do think the customers would receive the same or better customer service. Then lastly out of the 4 neutrals there is 1 that believe they will be more productive and the customers will receive the same or better customer service. Then there are 3 employees who would not be supportive of the 4-9 & 1-4 schedule, 2 of which do not believe they will be more productive but do believe the customers would receive the same or better customer service then 1 who feels they would be more productive and the customers would receive the same or better customer service.

## 4-9's & 1-4 (Non) Supportive Transportation Chase Bank



## 4-9's & 1-4 (Non) Supportive Transportation Chase Bank

This chart is showing that at the Chase Bank, out of the 12 employees who completed the survey there are:

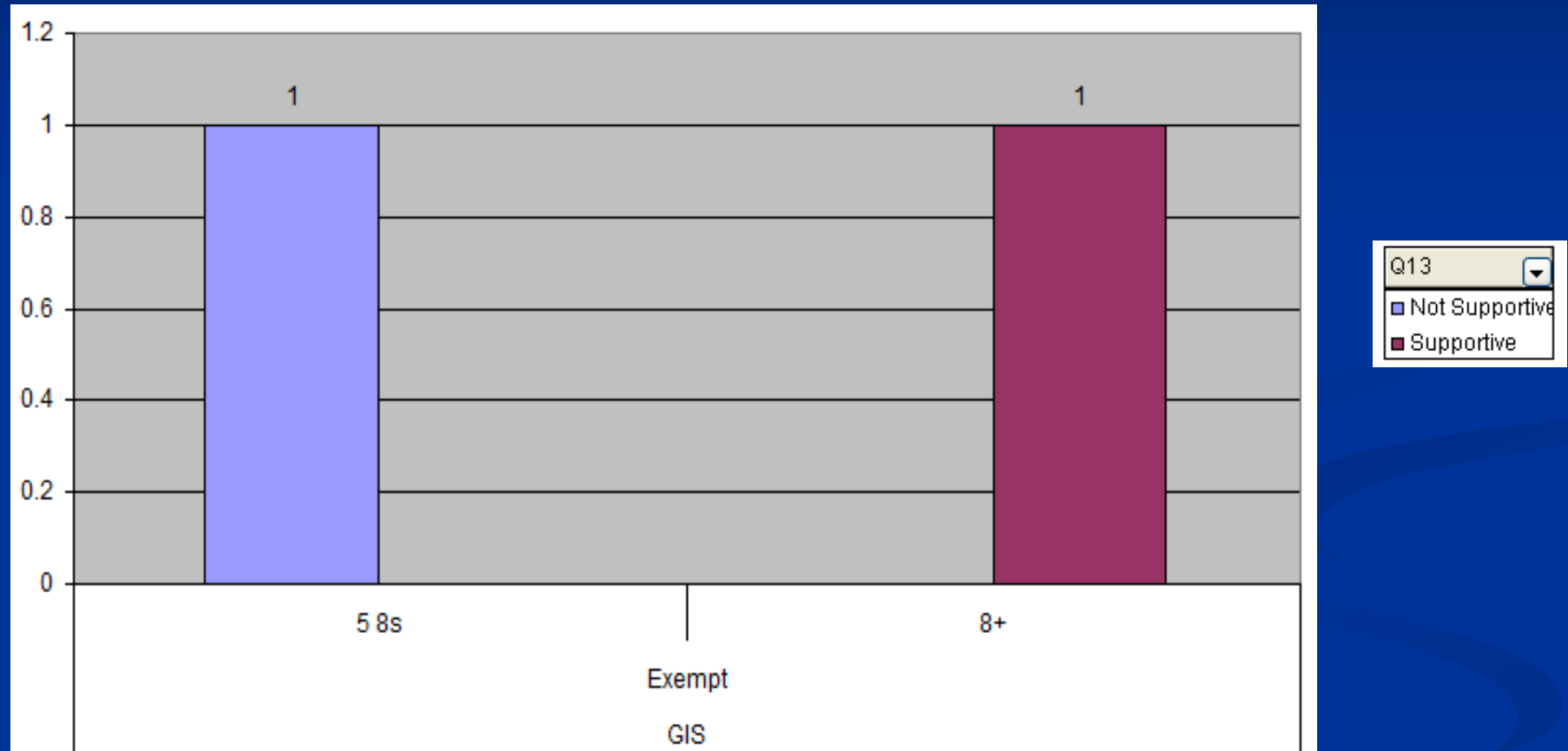
- There are 7 employees who travel 3 to 5 miles to work – of those employees 4 are supportive and will see a decrease in trips. 3 are neutral, 2 will see a decrease in trips while 1 will see no change in trips.
- There are 2 employees who travel 5 to 7 miles to work- of those employees 1 is neutral to the schedule and will see a decrease in trips while the other 1 employee is not supportive and will see a decrease in trips..
- There is 1 employee who travel 7 to 10 miles to work – that employee is neutral and will see a decrease in trips..
- There are 2 employees who travel more than 10 miles to work – both those employees are not supportive and will not see a change in trips.

# GIS

## Employee Surveys



## 4-10 (Non) Supportive By schedule and Status GIS Building

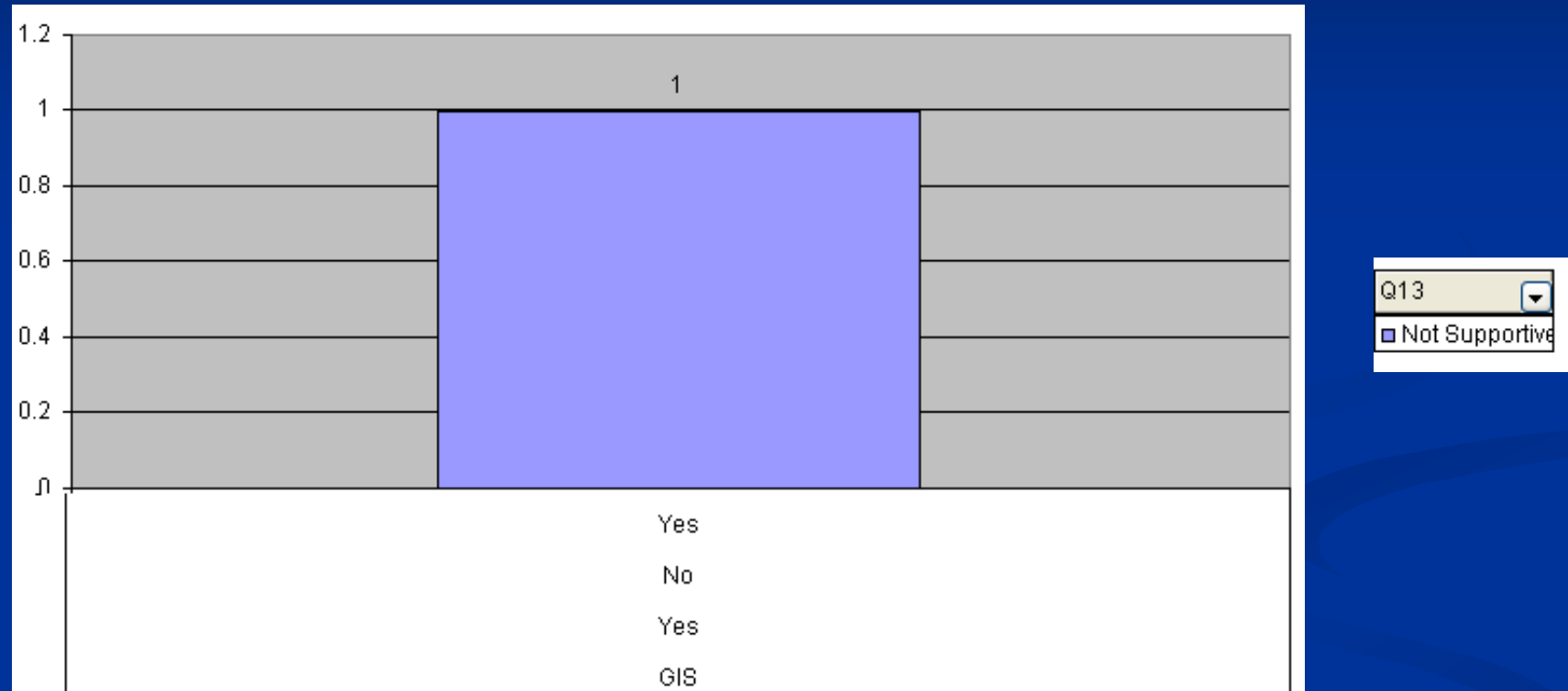


## 4-10 (Non) Supportive By schedule and Status GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there are:

- 2 exempt employees- of those there is 1 who is supportive of the 4-10 schedule and who is working more than 8 hours a day. Then one employee who is not supportive to the 4-10 schedule and is currently working a 5-8 schedule.

## 4-10 (Non) Supportive with Daycare GIS Building

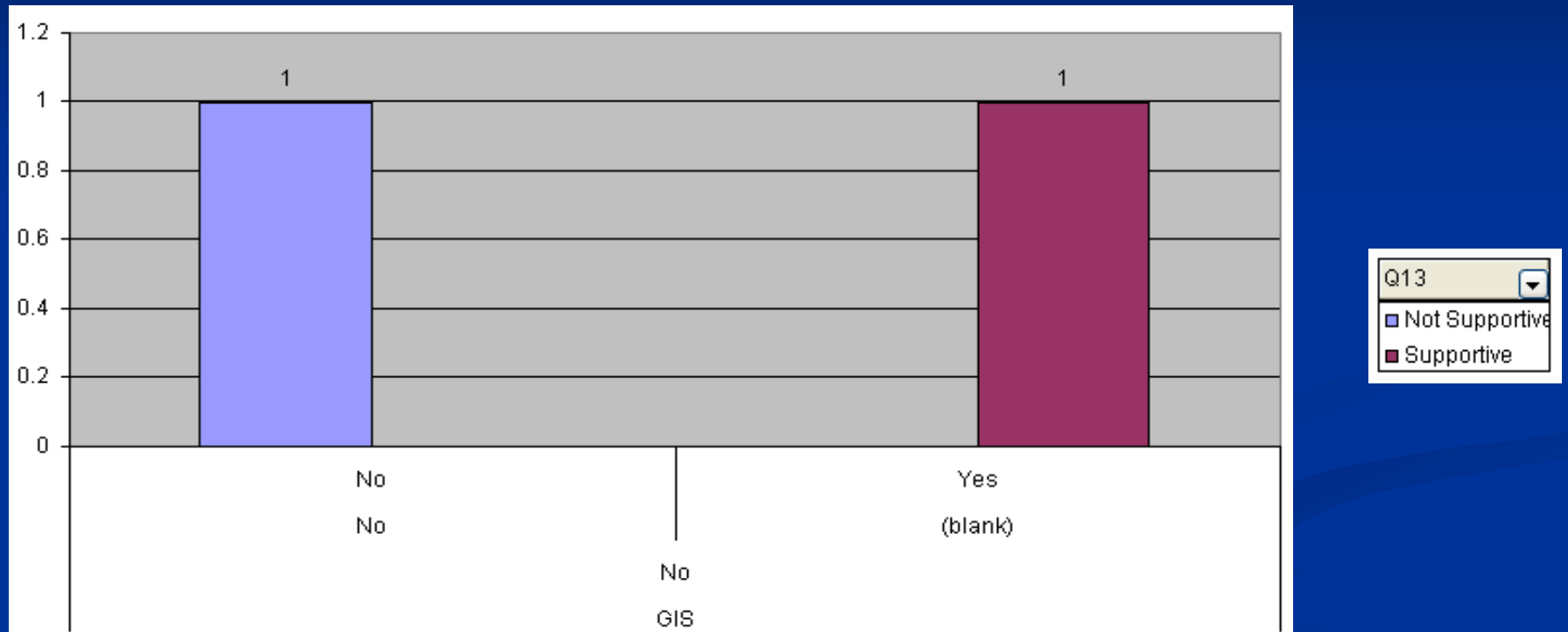


## 4-10 (Non) Supportive with Daycare GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there are:

- 1 employee who uses daycare and is not supportive of the 4-10 schedule. Their daycare will not be able to accommodate the extended hours and it will cost them more money.

## 4-10 (Non) Supportive Customer Service GIS Building

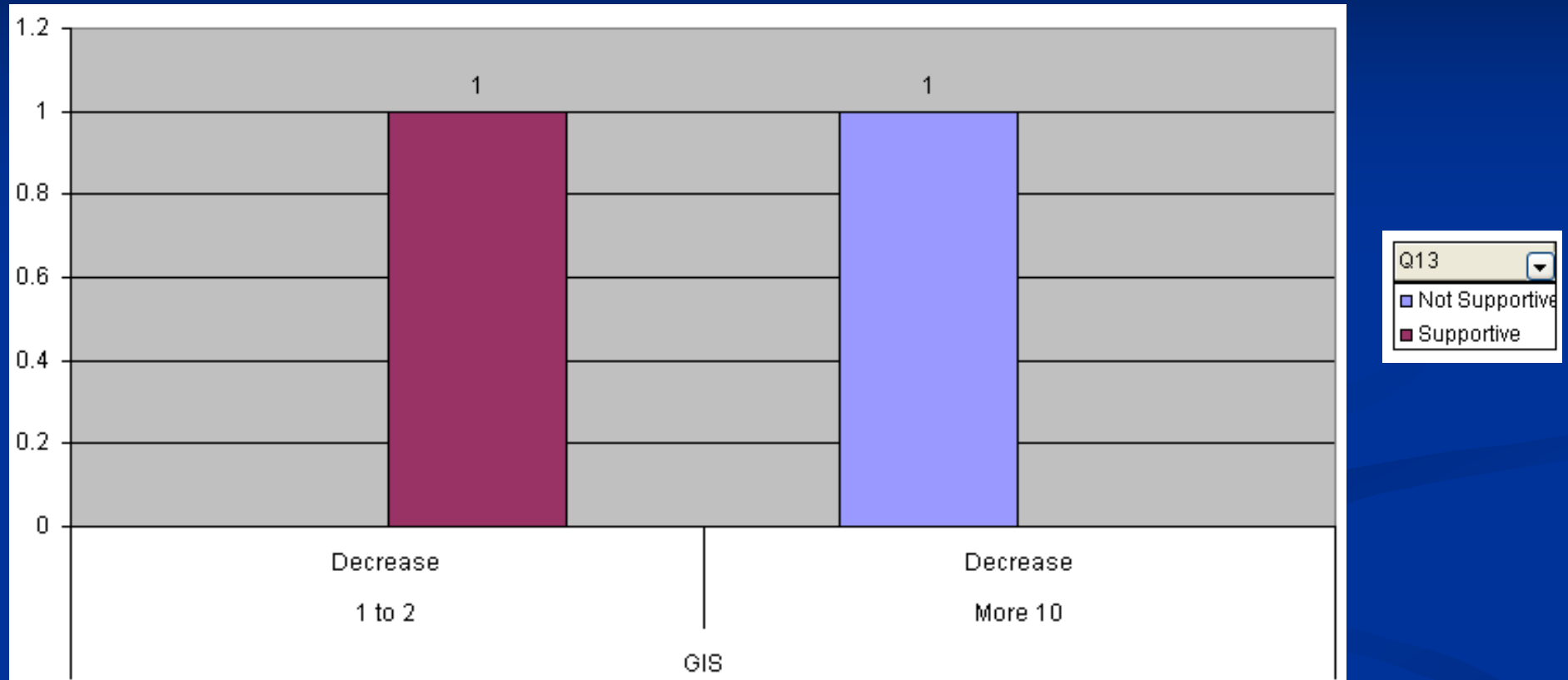


## 4-10 (Non) Supportive Customer Service GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there are:

- 1 employee is supportive of the 4-10 schedule, they did not answer if they thought they would be more productive but they did feel the customers would receive the same or better customer service.
- 1 employee is not supportive of the 4-10 schedule, they do not think they would be more productive with the extended hours and they do not think the customers would receive the same or better service.

## 4-10 (Non) Supportive Transportation GIS Building



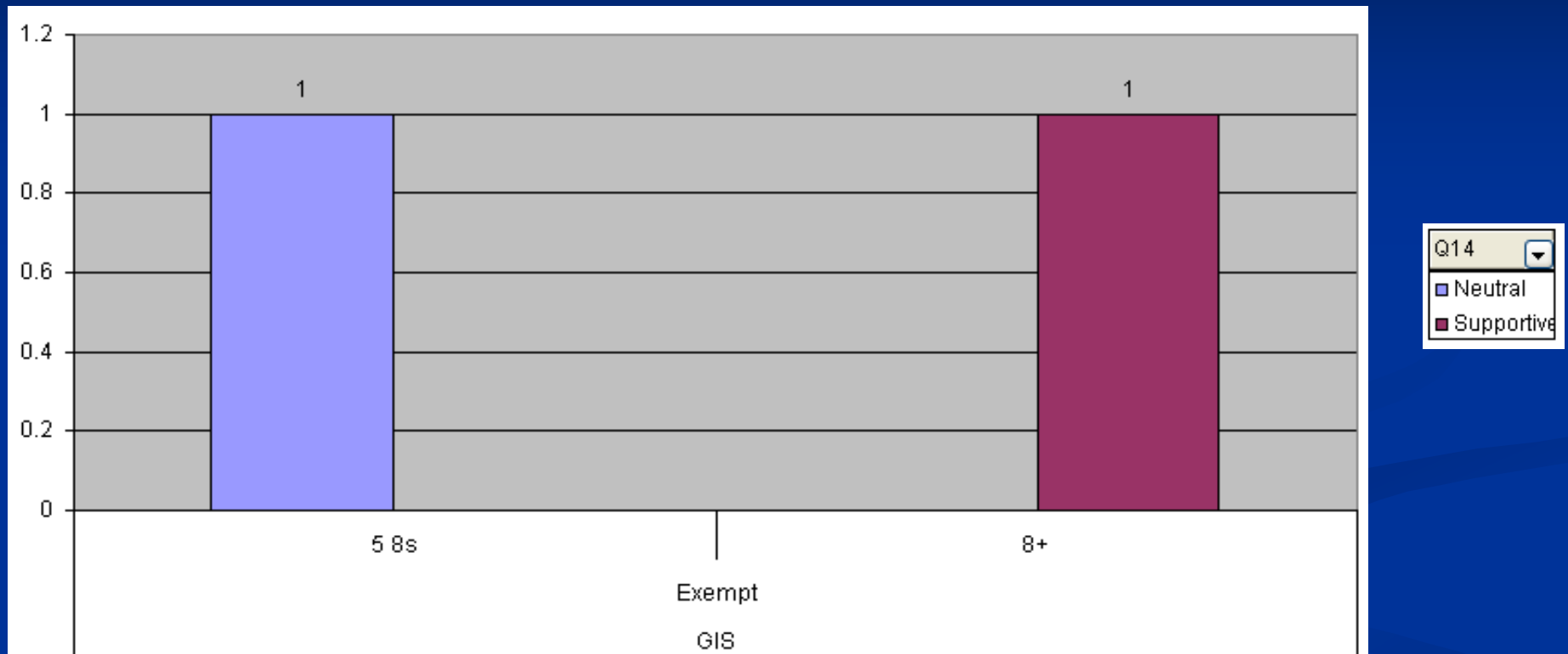
## 4-10 (Non) Supportive Transportation GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there are:

- There is 1 employee who travel 1 to 2 miles to work and that employee is supportive of the 4-10 schedule and they will see a decrease in trips.
- Then there is 1 employee who travel more than 10 miles to work – they are not supportive of 4-10 schedule but they will see a decrease in trips as well.



## 4-9's & 1-4 (Non) Supportive By schedule and Status GIS Building

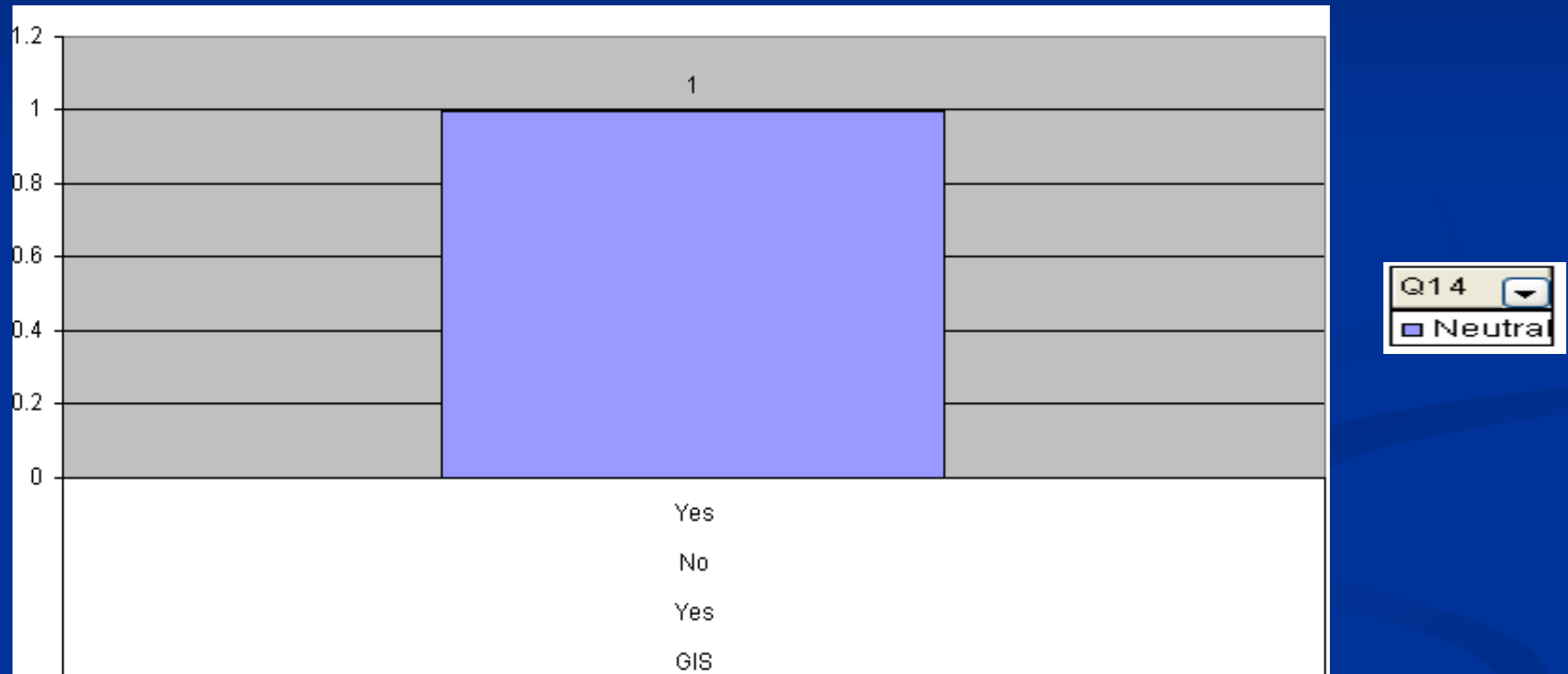


## 4-9's & 1-4 (Non) Supportive By schedule and Status GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there are:

- 2 exempt employees- of those there is 1 who is supportive of the 4-9 & 1-4 schedule and who is working more than 8 hours a day. Then 1 employee who is neutral to the 4-9 & 1-4 schedule and is currently working a 5-8 schedule.

# 4-9's & 1-4 (Non) Supportive Daycare GIS Building

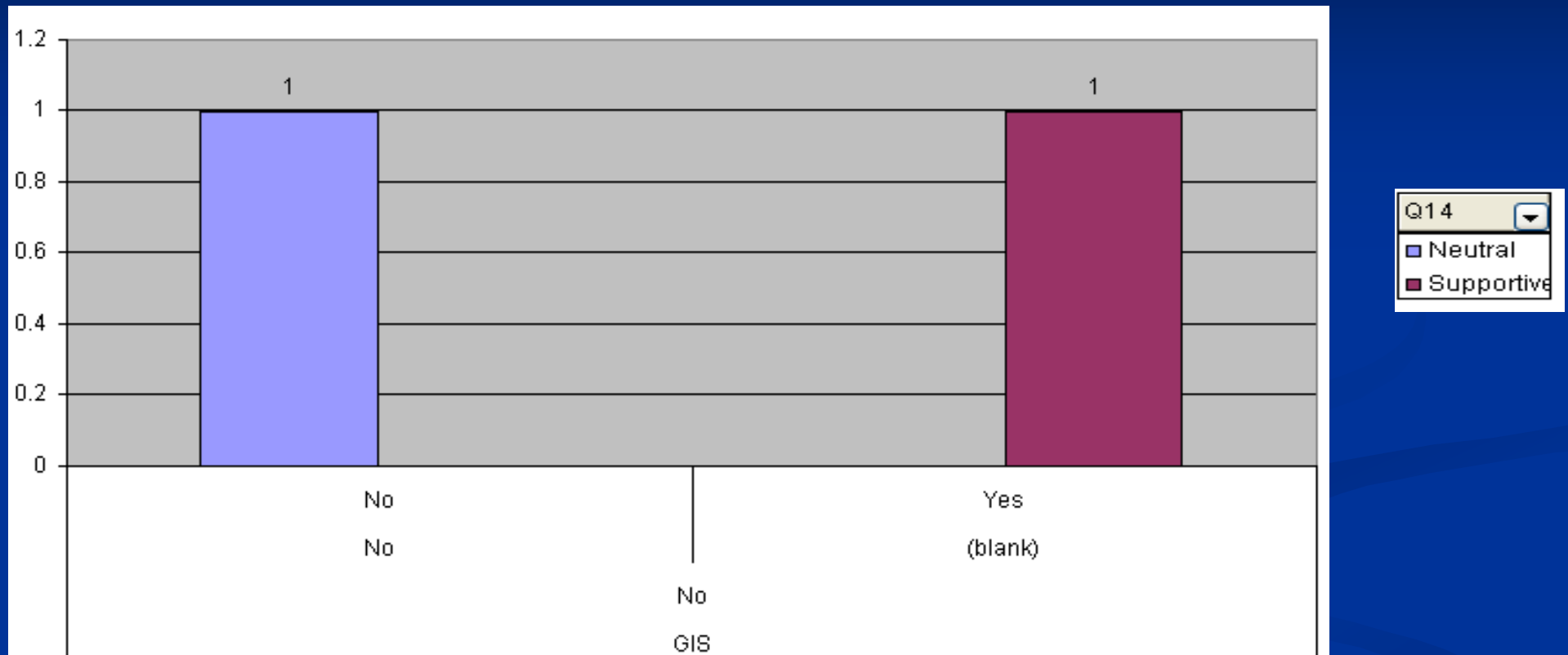


## 4-9's & 1-4 (Non) Supportive Daycare GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there are:

- 1 employee who uses daycare and is neutral to the 4-9 & 1-4 schedule. Their daycare will not be able to accommodate the extended hours and it will cost them more money.

## 4-9's & 1-4 (Non) Supportive Customer Service GIS Building

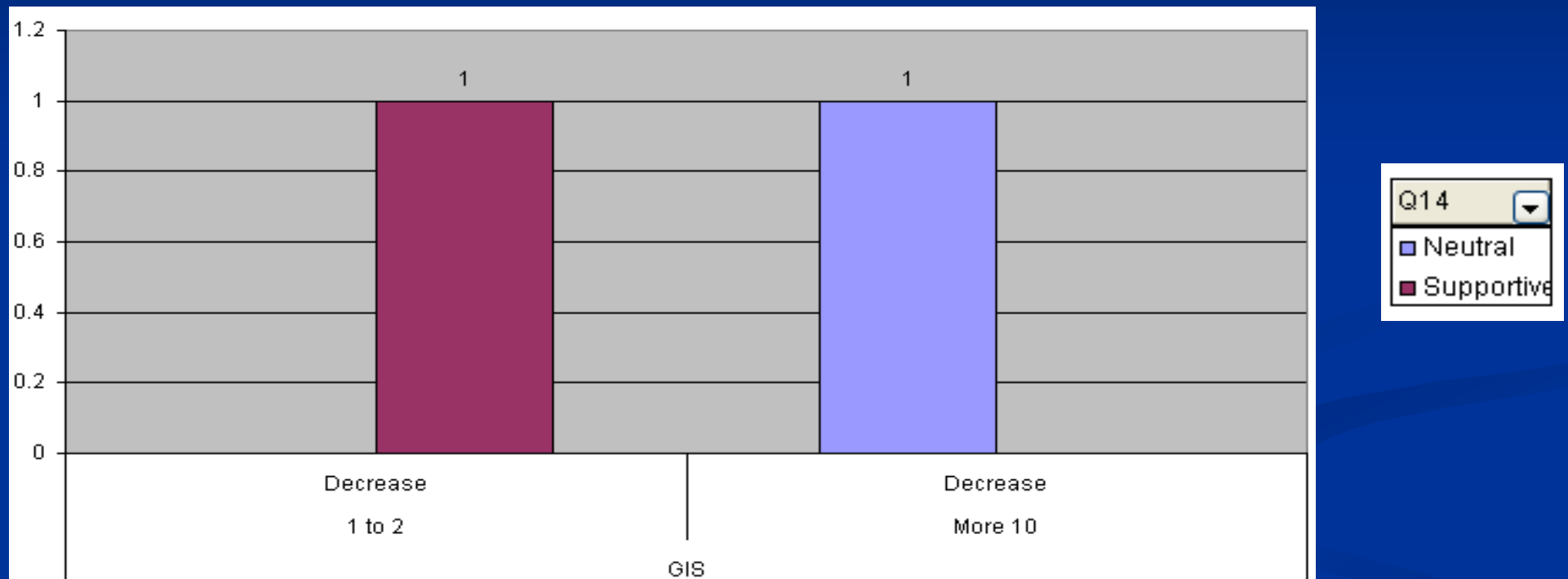


## 4-9's & 1-4 (Non) Supportive Customer Service GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there is:

- 1 employee is supportive of the 4-9 & 1-4 schedule, they did not answer if they thought they would be more productive but they did feel the customers would receive the same or better customer service.
- 1 employee is neutral of the 4-9 & 1-4 schedule, they do not think they would be more productive with the extended hours and they do not think the customers would receive the same or better service.

## 4-9's & 1-4 (Non) Supportive Transportation GIS Building



## 4-9's & 1-4 (Non) Supportive Transportation GIS Building

This chart is showing that at the GIS Building, out of the 2 employees who completed the survey there are:

- There is 1 employee who travels 1 to 2 miles to work and that employee is supportive of the 4-9 & 1-4 schedule and they will see a decrease in trips.
- Then there is 1 employee who travel more than 10 miles to work – they are not supportive of 4-9 & 1-4 schedule but they will see a decrease in trips as well.

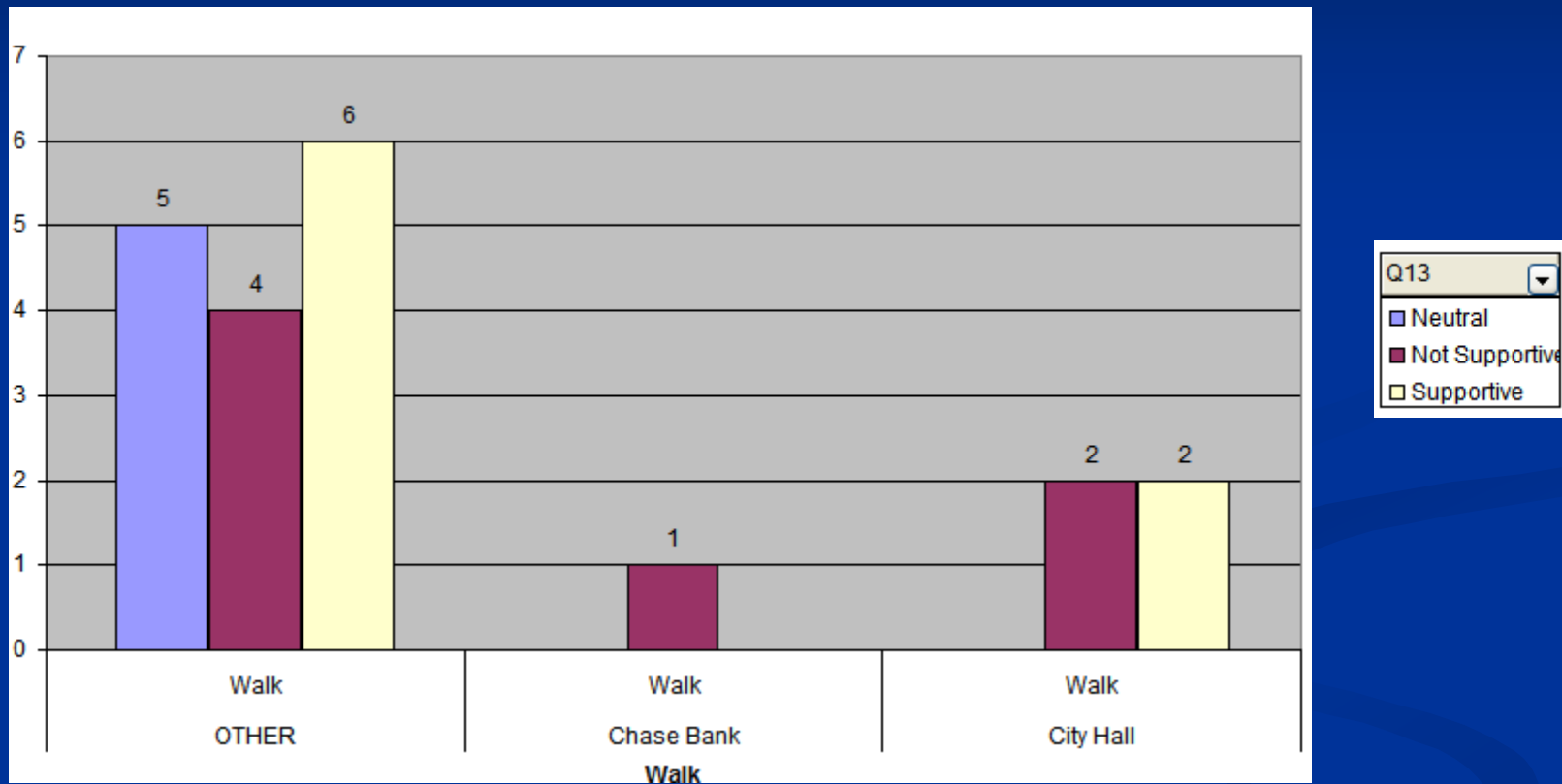


# Transportation

Employee Surveys

## 4-10s (Non) Supportive Mode of Transportation

### Walk

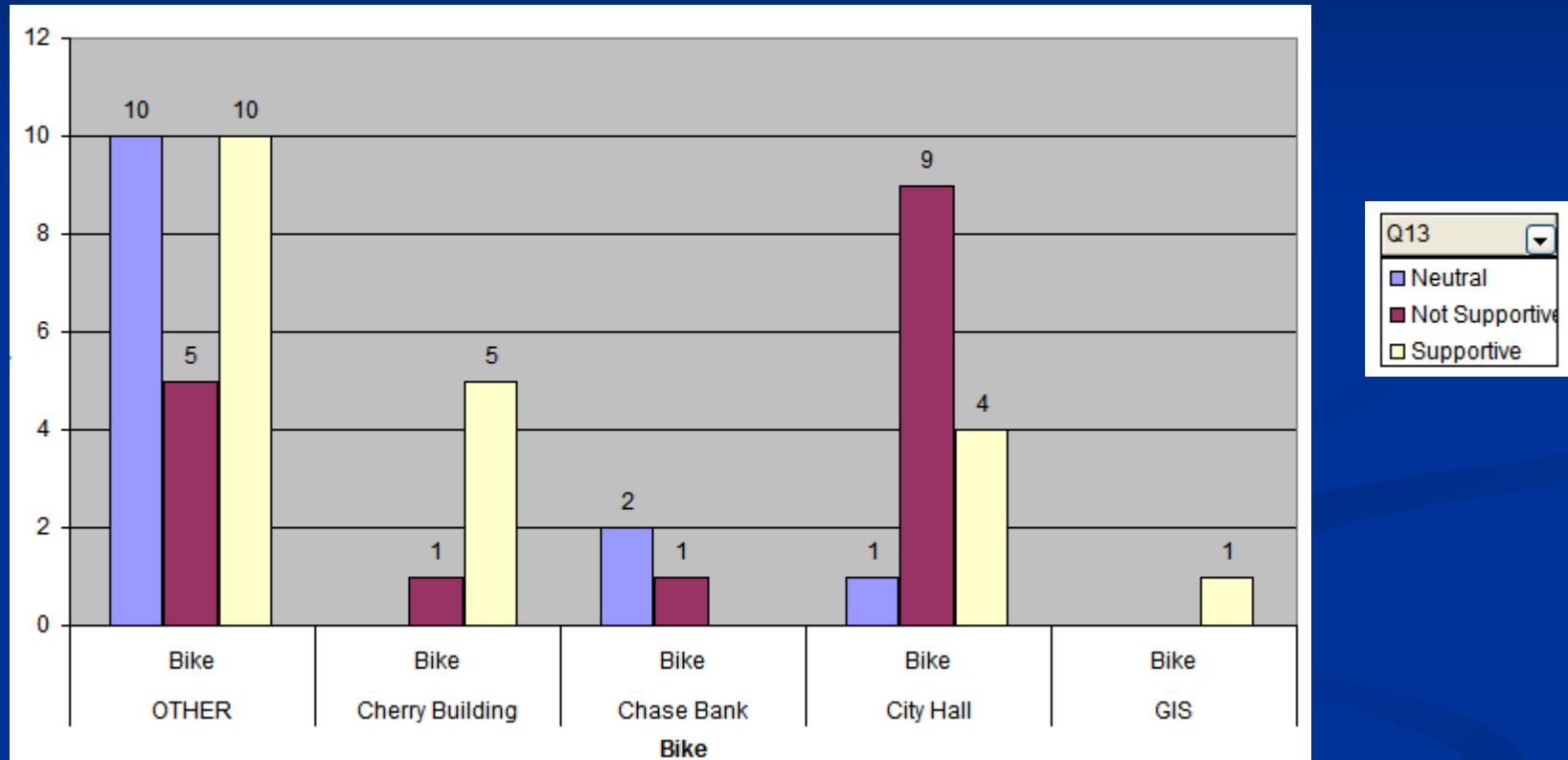


## 4-10s (Non) Supportive Mode of Transportation Walk

This chart is showing that out of the 321 employees who completed the survey there are:

- 4 employees who Walk to work at City Hall, 2 are supportive of a 4-10 schedule and 2 are not supportive of a 4-10 schedule.
- 1 employee who Walks to work at Chase Bank, they are not supportive of the 4-10 schedule.
- 15 employees who Walk to work at other Facilities, 6 are supportive of a 4-10 schedule, 4 are not supportive of a 4-10 schedule, and 5 are neutral to a 4-10 schedule.

## 4-10 (Non) Supportive Mode of Transportation Bike

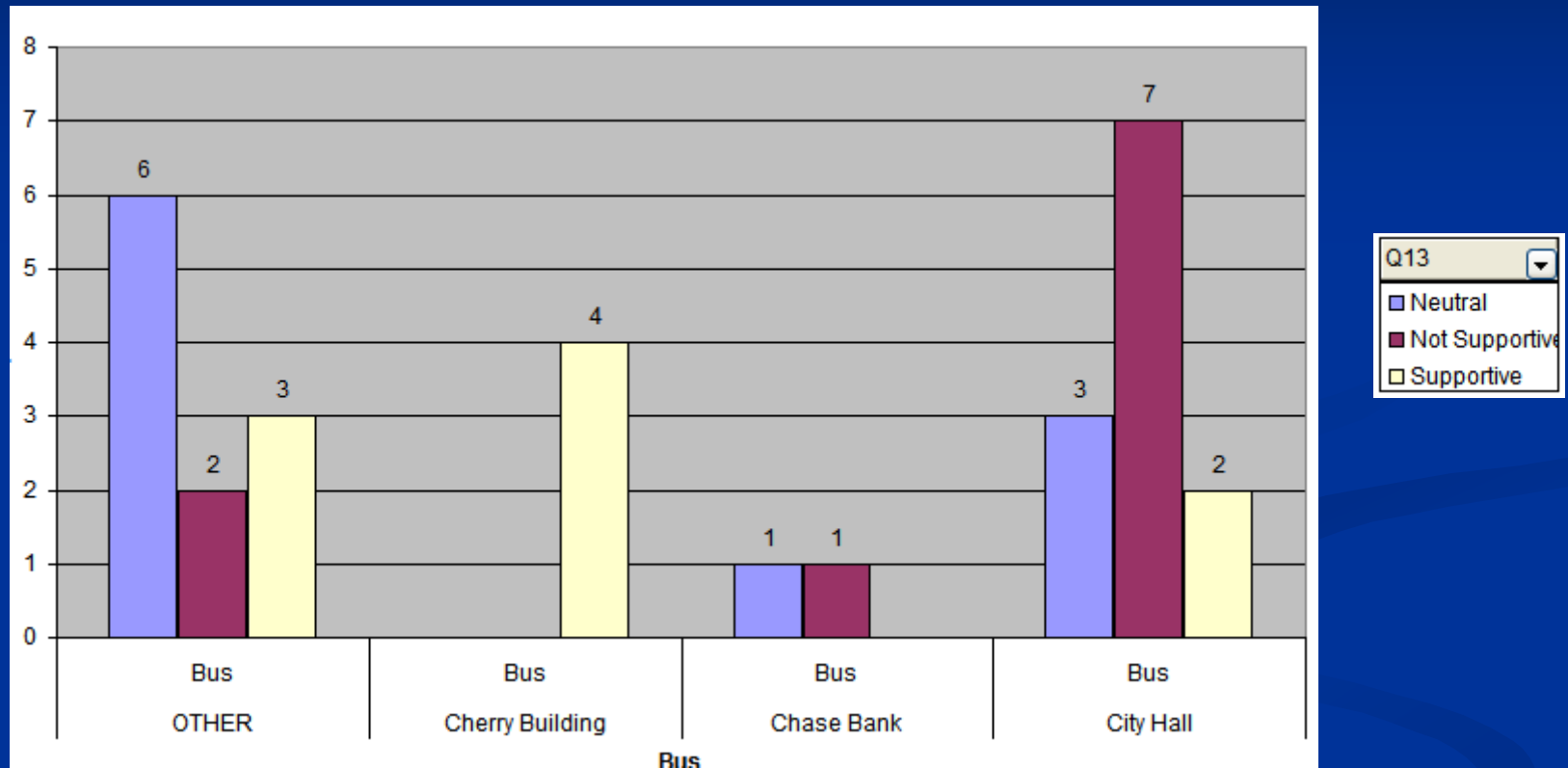


## 4-10 (Non) Supportive Mode of Transportation Bike

This chart is showing that out of the 321 employees who completed the survey there are:

- 6 employees Bike to work at the Cherry Building, 5 are supportive of a 4-10 schedule and 1 is not supportive of a 4-10 schedule.
- 3 employees Bike to work at the Chase Bank, 1 is not supportive of a 4-10 schedule, 2 are neutral to a 4-10 schedule
- 14 employees Bike to work at City Hall, 4 are supportive of a 4-10 schedule, 9 are not supportive of a 4-10 schedule, and 1 is neutral to a 4-10 schedule.
- 1 employee Bikes to work at GIS, that employee is supportive of a 4-10 schedule.
- 25 employees Bike to work at other Facilities, 10 are supportive of a 4-10 schedule, 5 are not supportive of a 4-10 schedule, and 10 are neutral to a 4-10 schedule.

## 4-10 (Non) Supportive Mode of Transportation Bus



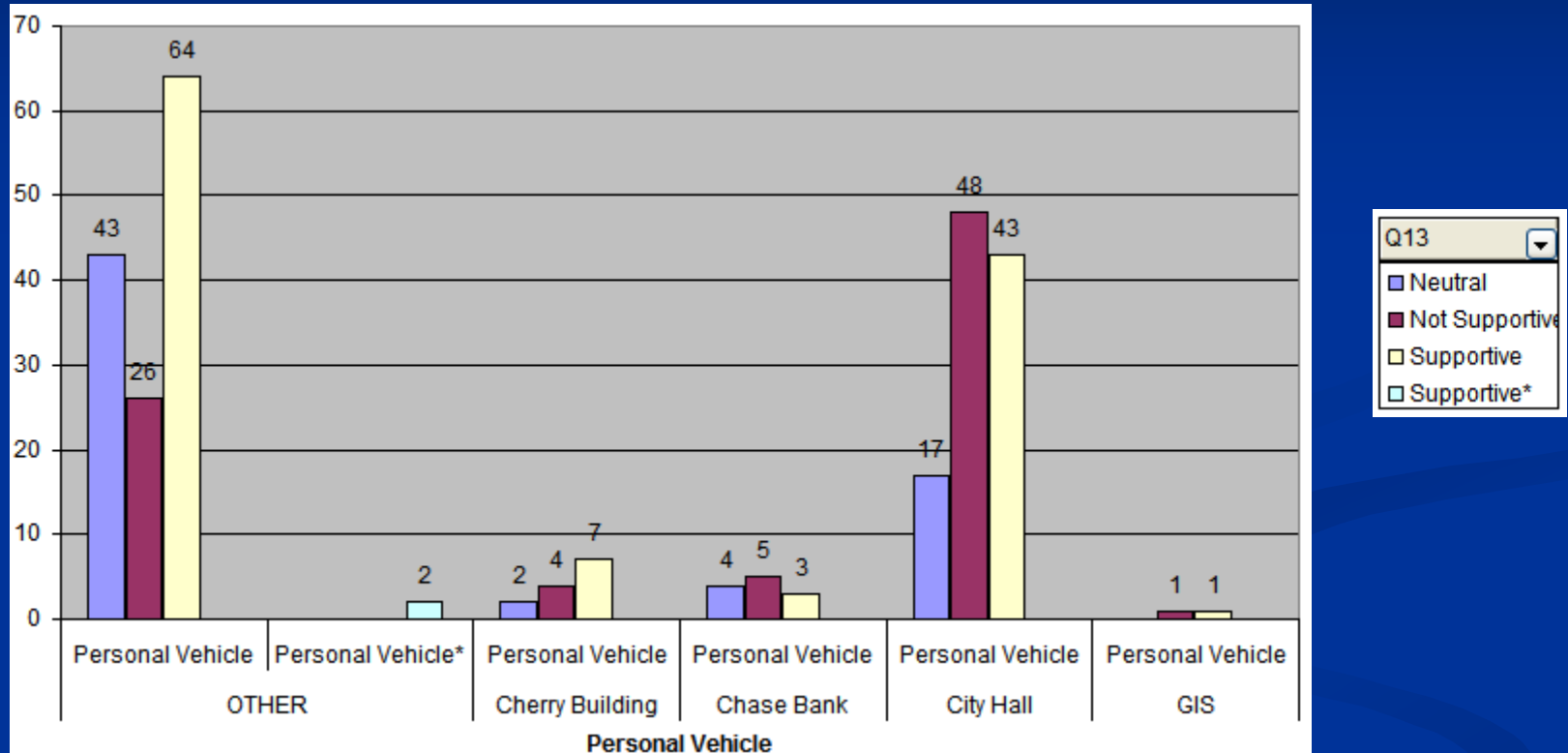
## 4-10 (Non) Supportive Mode of Transportation Bus

This chart is showing that out of the 321 employees who completed the survey there are:

- 4 employees take the Bus to work at the Cherry Building, all 4 are supportive of a 4-10 schedule.
- 2 employees take the Bus to work at the Chase Bank, 1 is not supportive of a 4-10 schedule, 1 is neutral to a 4-10 schedule
  - 12 employees take the Bus to work at City Hall, 2 are supportive of a 4-10 schedule, 7 are not supportive of a 4-10 schedule, and 3 are neutral to a 4-10 schedule.
- 11 employees take the Bus to work at other Facilities, 3 are supportive of a 4-10 schedule, 2 are not supportive of a 4-10 schedule, and 6 are neutral to a 4-10 schedule.

## 4-10 (Non) Supportive Mode of Transportation

### Personal Vehicle



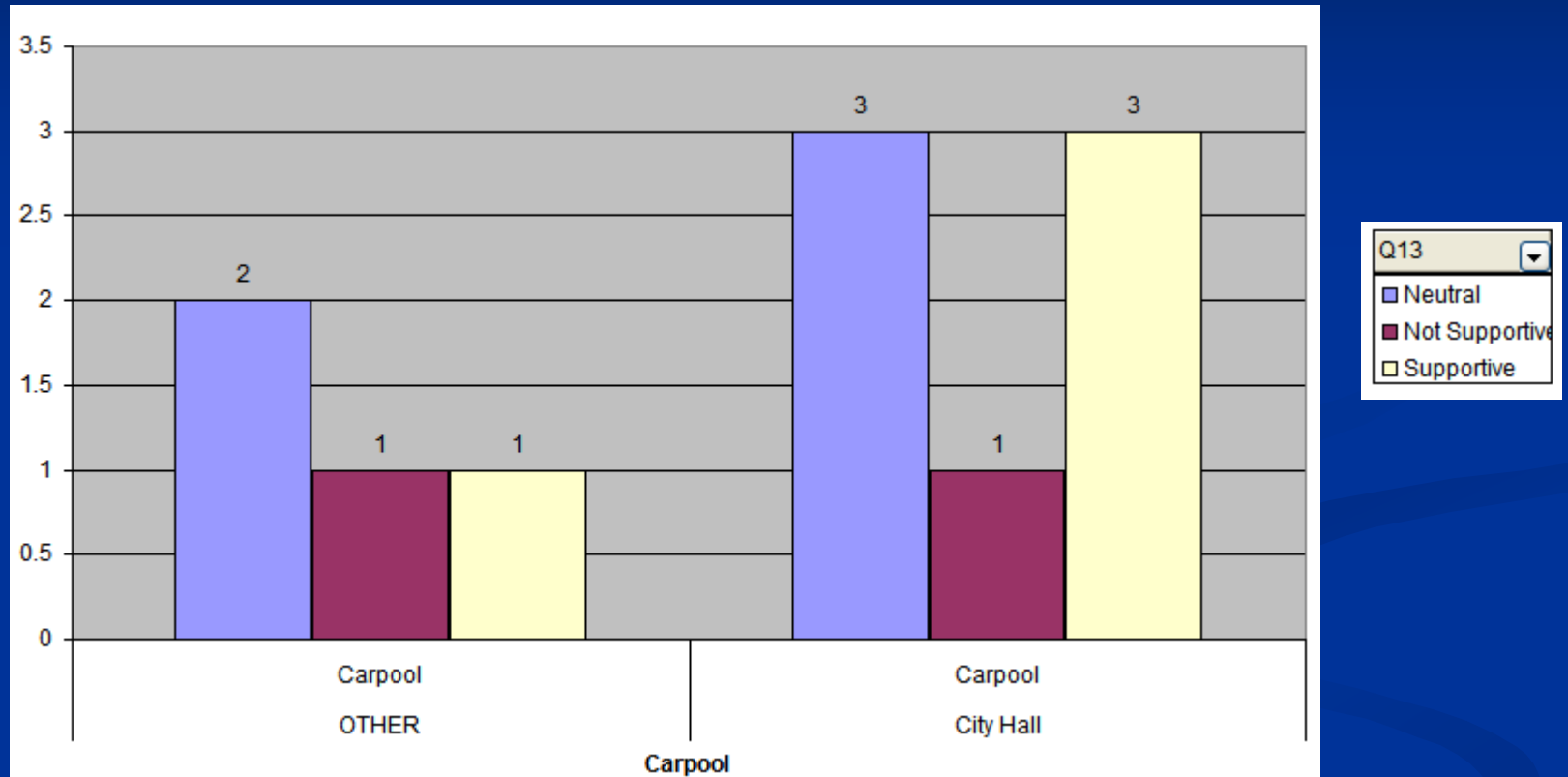


## 4-10 (Non) Supportive Mode of Transportation Personal Vehicle

This chart is showing that out of the 321 employees who completed the survey there are:

- 13 employees take their Personal Vehicle to work at the Cherry Building, 7 are supportive of a 4-10 schedule, 4 are not supportive of a 4-10 schedule, and 2 are neutral to the 4-10 schedule.
- 12 employees take their Personal Vehicle to work at the Chase Bank, 3 are supportive of the 4-10 schedule, 5 are not supportive of a 4-10 schedule, and 4 are neutral to a 4-10 schedule
- 108 employees take their Personal Vehicle to work at City Hall, 43 are supportive of a 4-10 schedule, 48 are not supportive of a 4-10 schedule, and 17 are neutral to a 4-10 schedule.
- 2 employees take their Personal Vehicles to work at GIS, 1 is supportive of the 4-10 schedule, and 1 is not supportive of the 4-10 schedule.
- 133 employees take their Personal Vehicle to work at other Facilities, 64 are supportive of a 4-10 schedule, 26 are not supportive of a 4-10 schedule, and 43 are neutral to a 4-10 schedule.

## 4-10 (Non) Supportive Mode of Transportation Carpool

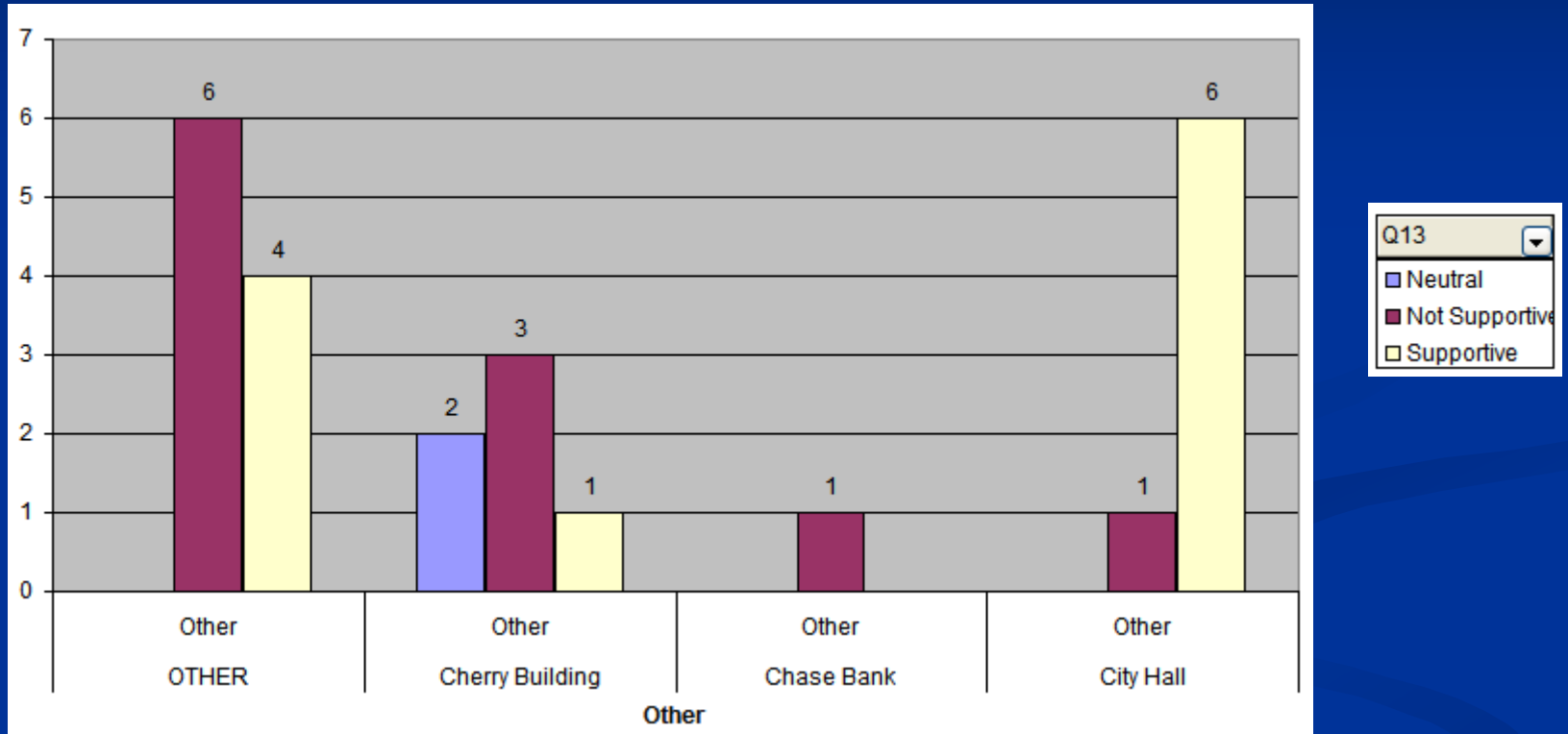


## 4-10 (Non) Supportive Mode of Transportation Carpool

This chart is showing that out of the 321 employees who completed the survey there are:

- 7 employees carpool to work at City Hall, 3 are supportive of a 4-10 schedule, 1 is not supportive of a 4-10 schedule, and 3 are neutral to a 4-10 schedule.
- 4 employees take their Personal Vehicle to work at other Facilities, 1 is supportive of a 4-10 schedule, 1 is not supportive of a 4-10 schedule, and 2 are neutral to a 4-10 schedule.

## 4-10 (Non) Supportive Mode of Transportation Other

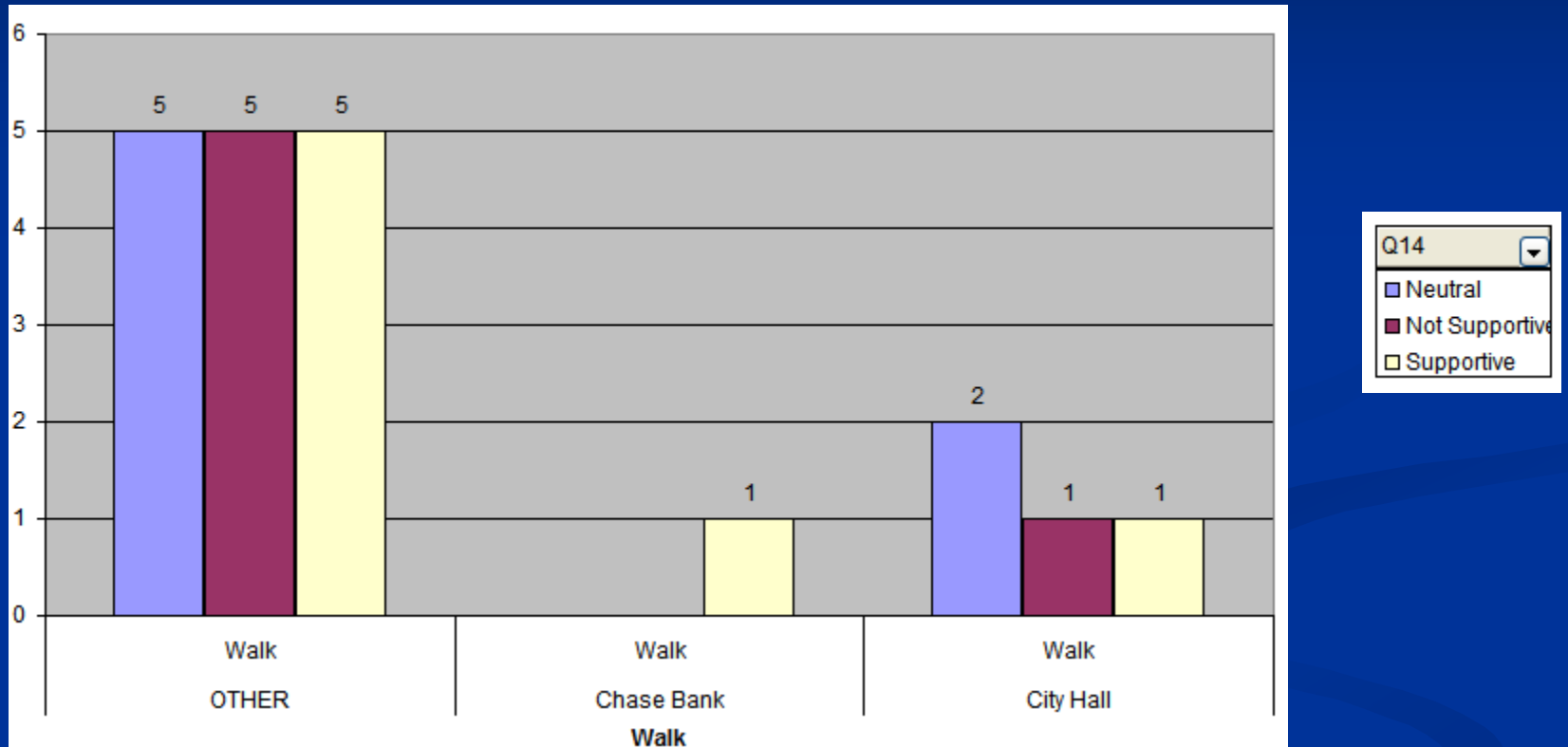


## 4-10 (Non) Supportive Mode of Transportation Other

This chart is showing that out of the 321 employees who completed the survey there are:

- 6 employees take other transportation to work at the Cherry Building, 1 is supportive of a 4-10 schedule, 3 are not supportive of a 4-10 schedule, and 2 are neutral to the 4-10 schedule.
- 1 employee takes other transportation to work at the Chase Bank, they are not supportive of a 4-10 schedule.
  - 7 employees take other transportation to work at City Hall, 6 are supportive of a 4-10 schedule, and 1 is not supportive of a 4-10 schedule.
- 10 employees take other transportation to work at other Facilities, 4 are supportive of a 4-10 schedule, 6 are not supportive of a 4-10 schedule.

## 4-9s & 1-4 (Non) Supportive Mode of Transportation Walk

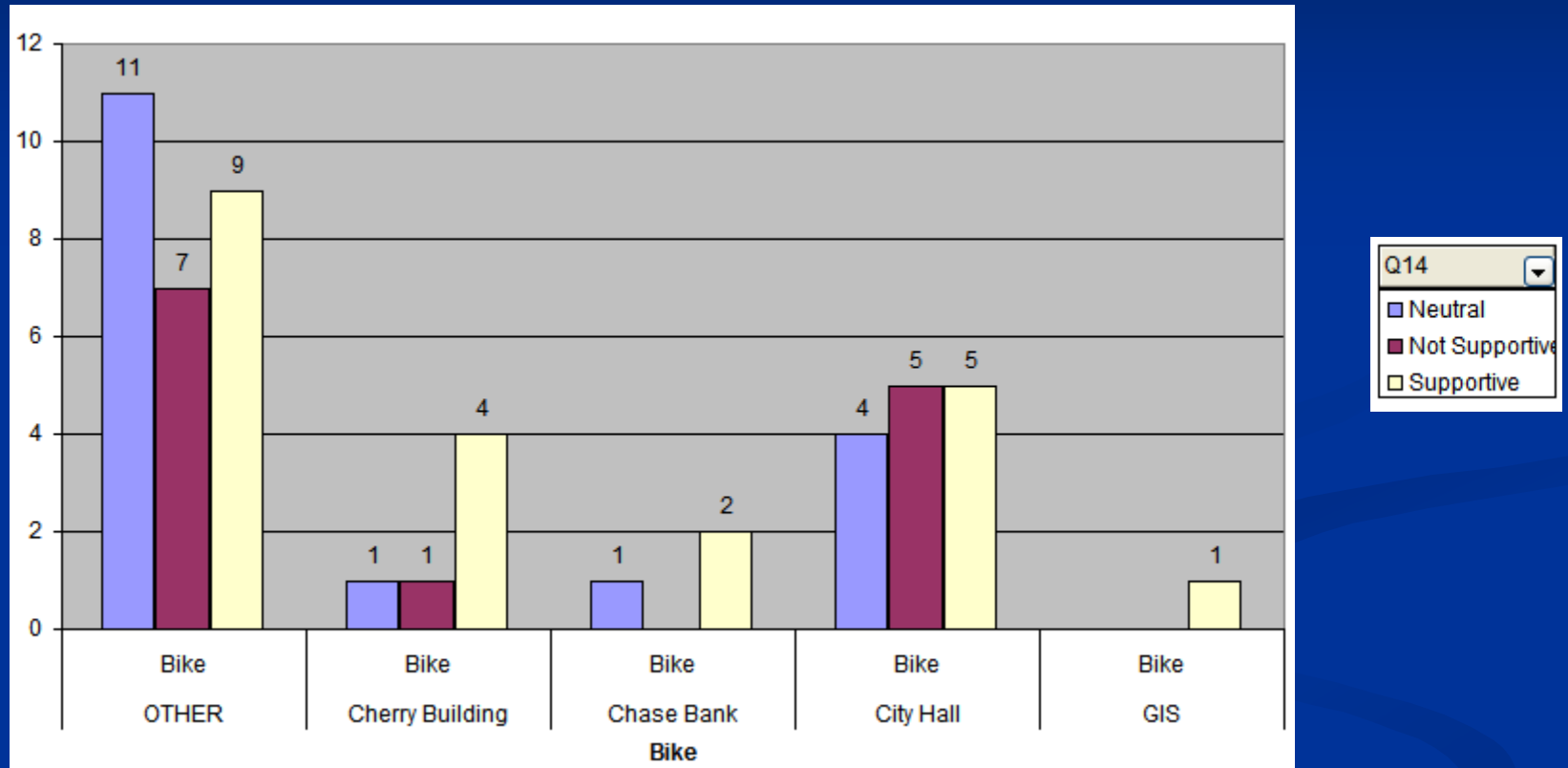


## 4-9s & 1-4 (Non) Supportive Mode of Transportation Walk

This chart is showing that out of the 321 employees who completed the survey there are:

- 4 employees who Walk to work at City Hall, 1 is supportive of a 4-9 & 1-4 schedule, 1 is not supportive of a 4-9 & 1-4 schedule, and 2 are neutral to a 4-9 & 1-4 schedule.
- 1 employee who Walks to work at Chase Bank, they are supportive of the 4-9 & 1-4 schedule.
- 15 employees who Walk to work at other Facilities, 5 are supportive of a 4-9 & 1-4 schedule, 5 are not supportive of a 4-9 & 1-4 schedule, and 5 are neutral to a 4-9 & 1-4 schedule.

## 4-9s & 1-4 (Non) Supportive Bike



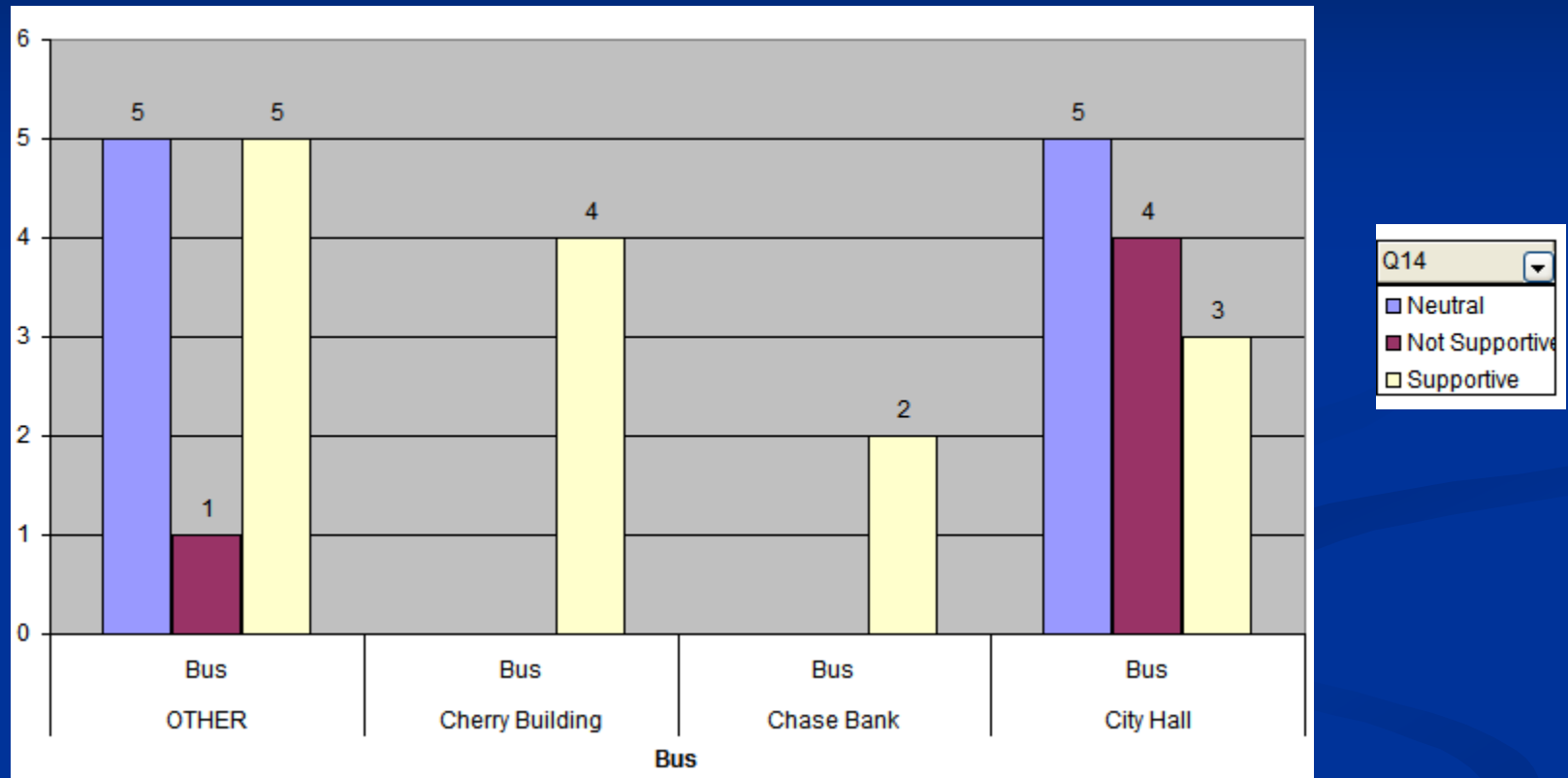


## 4-9s & 1-4 (Non) Supportive Bike

This chart is showing that out of the 321 employees who completed the survey there are:

- 6 employees Bike to work at the Cherry Building, 4 are supportive of a 4-9 & 1-4 schedule, 1 is not supportive of a 4-9 & 1-4 schedule, and 1 is neutral to the 4-9 & 1-4 schedule.
- 3 employees Bike to work at the Chase Bank, 2 are supportive of a 4-9 & 1-4 schedule, 1 is neutral to a 4-9 & 1-4 schedule
- 14 employees Bike to work at City Hall, 5 are supportive of a 4-9 & 1-4 schedule, 5 are not supportive of a 4-9 & 1-4 schedule, and 4 are neutral to a 4-9 & 1-4 schedule.
- 1 employee Bikes to work at GIS, that employee is supportive of a 4-9 & 1-4 schedule.
- 25 employees Bike to work at other Facilities, 9 are supportive of a 4-9 & 1-4 schedule, 7 are not supportive of a 4-9 & 1-4 schedule, and 11 are neutral to a 4-9 & 1-4 schedule.

## 4-9s & 1-4 (Non) Supportive Mode of Transportation Bus

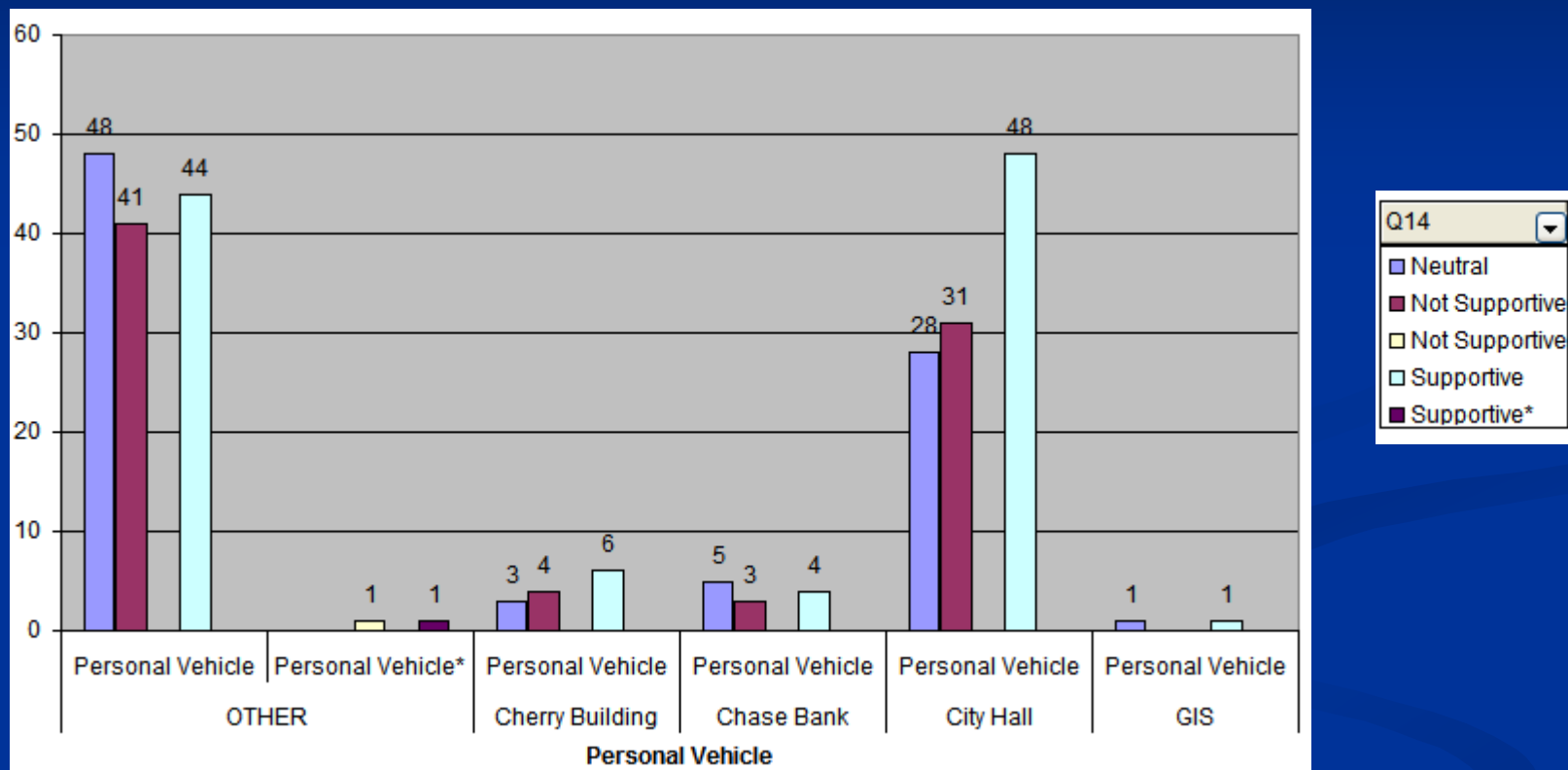


## 4-9s & 1-4 (Non) Supportive Mode of Transportation Bus

This chart is showing that out of the 321 employees who completed the survey there are:

- 4 employees take the Bus to work at the Cherry Building, all 4 are supportive of a 4-9 & 1-4 schedule.
- 2 employees take the Bus to work at the Chase Bank, both are supportive of a 4-9 & 1-4 schedule.
  - 12 employees take the Bus to work at City Hall, 3 are supportive of a 4-9 & 1-4 schedule, 4 are not supportive of a 4-9 & 1-4 schedule, and 5 are neutral to a 4-9 & 1-4 schedule.
- 11 employees take the Bus to work at other Facilities, 5 are supportive of a 4-9 & 1-4 schedule, 1 is not supportive of a 4-9 & 1-4 schedule, and 5 are neutral to a 4-9 & 1-4 schedule.

## 4-9 & 1-4 (Non) Supportive Mode of Transportation Personal Vehicle



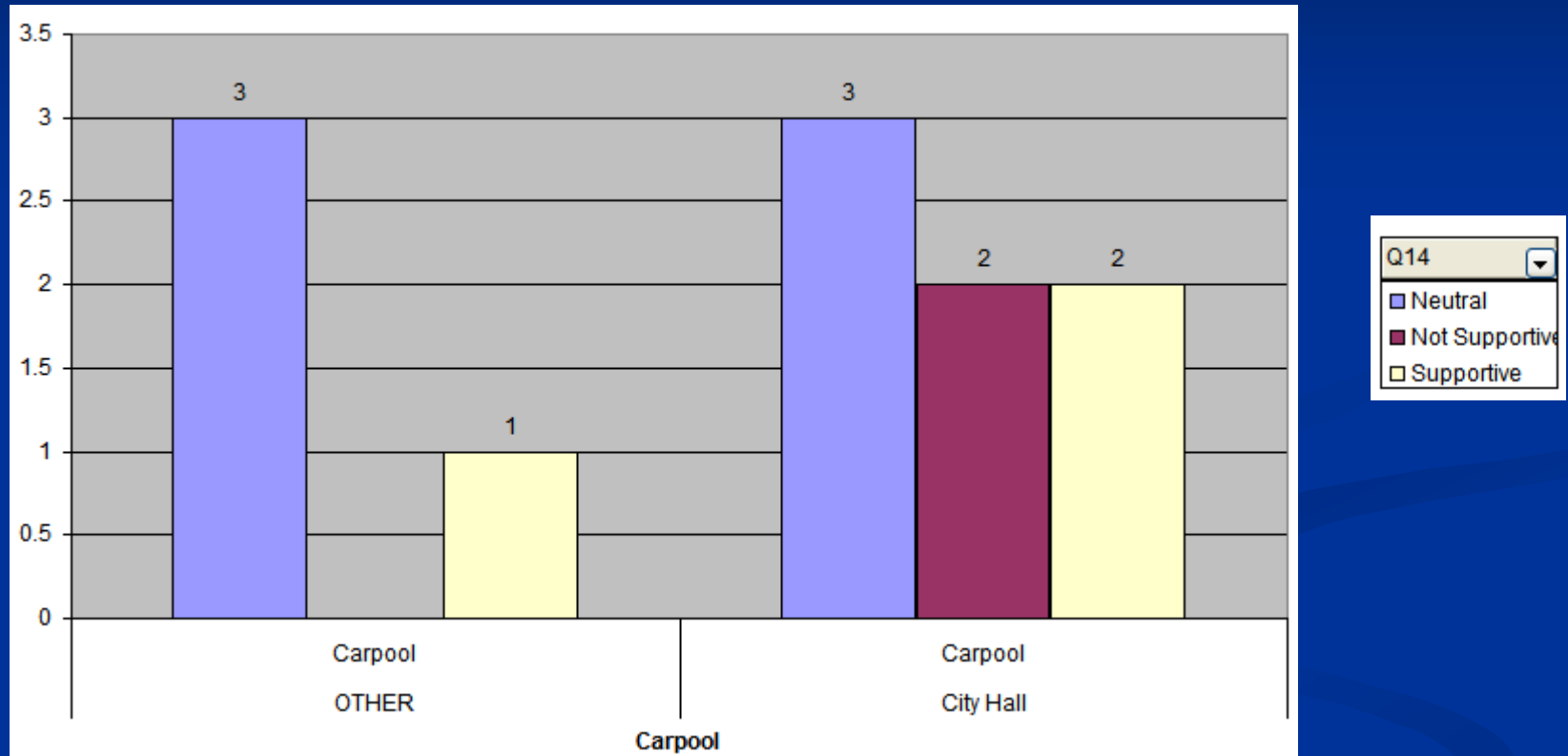
## 4-9 & 1-4 (Non) Supportive Mode of Transportation Personal Vehicle

This chart is showing that out of the 321 employees who completed the survey there are:

- 13 employees take their Personal Vehicle to work at the Cherry Building, 6 are supportive of a 4-9 & 1-4 schedule, 4 are not supportive of a 4-9 & 1-4 schedule, and 3 are neutral to the 4-9 & 1-4 schedule.
- 12 employees take their Personal Vehicle to work at the Chase Bank, 4 are supportive of the 4-9 & 1-4 schedule, 3 are not supportive of a 4-9 & 1-4 schedule, and 5 are neutral to a 4-9 & 1-4 schedule
- 108 employees take their Personal Vehicle to work at City Hall, 48 are supportive of a 4-9 & 1-4 schedule, 31 are not supportive of a 4-9 & 1-4 schedule, and 28 are neutral to a 4-9 & 1-4 schedule.
- 2 employees take their Personal Vehicles to work at GIS, 1 is supportive of the 4-9 & 1-4 schedule, and 1 is neutral of the 4-9 & 1-4 schedule.
- 133 employees take their Personal Vehicle to work at other Facilities, 45 are supportive of a 4-9 & 1-4 schedule, 42 are not supportive of a 4-9 & 1-4 schedule, and 48 are neutral to a 4-9 & 1-4 schedule.

# 4-9s & 1-4 (Non) Supportive Mode of Transportation

## Carpool

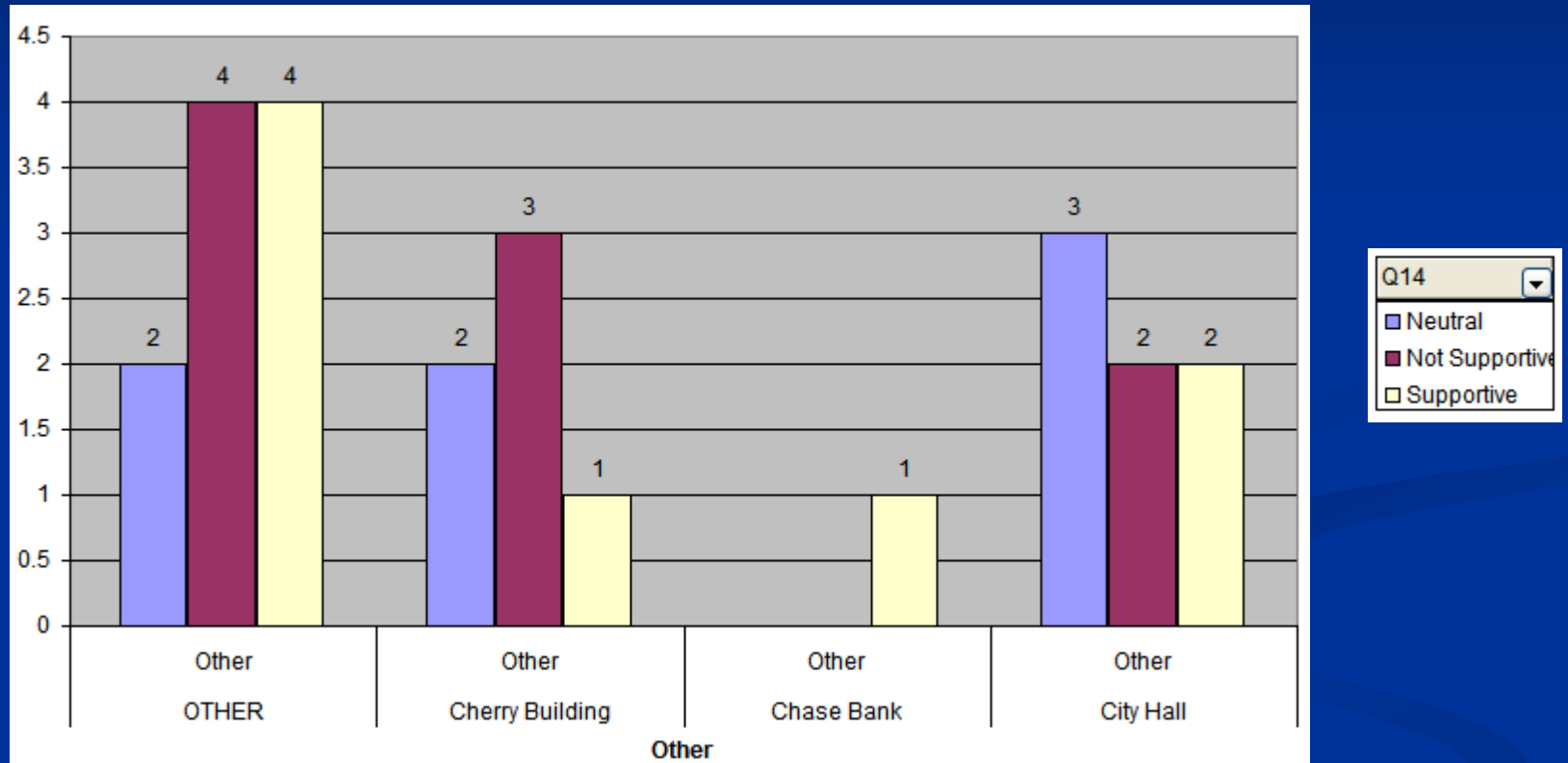


## 4-9s & 1-4 (Non) Supportive Mode of Transportation Carpool

This chart is showing that out of the 321 employees who completed the survey there are:

- 7 employees carpool to work at City Hall, 2 are supportive of a 4-9 & 1-4 schedule, 2 are not supportive of a 4-9 & 1-4 schedule, and 3 are neutral to a 4-9 & 1-4 schedule.
- 4 employees take their Personal Vehicle to work at other Facilities, 1 is supportive of a 4-9 & 1-4 schedule, and 3 are neutral to a 4-9 & 1-4 schedule.

## 4-9s & 1-4 (Non) Supportive Mode of Transportation Other





## 4-9s & 1-4 (Non) Supportive Mode of Transportation Other

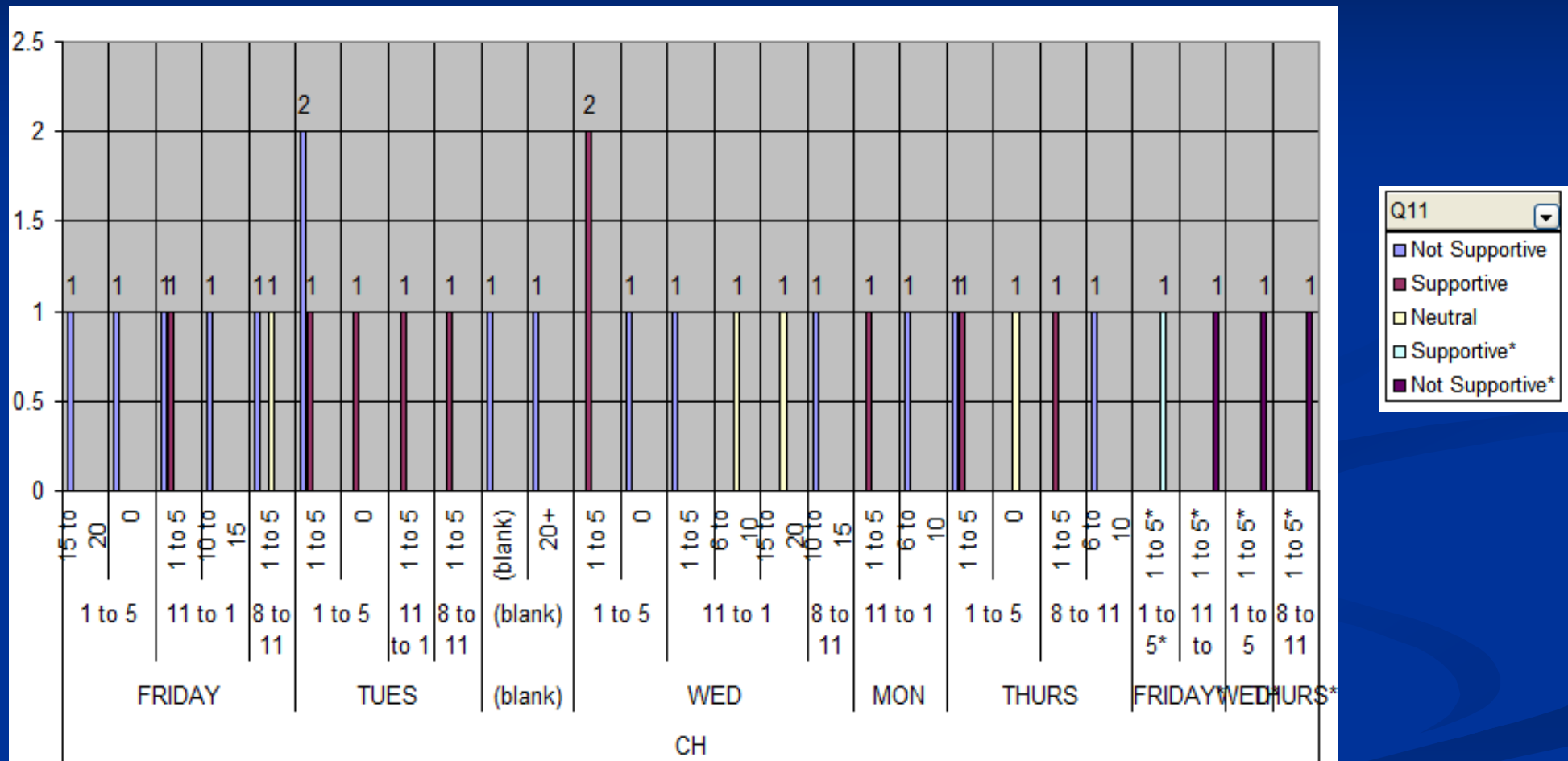
This chart is showing that out of the 321 employees who completed the survey there are:

- 6 employees take other transportation to work at the Cherry Building, 1 is supportive of a 4-9 & 1-4 schedule, 3 are not supportive of a 4-9 & 1-4 schedule, and 2 are neutral to the 4-9 & 1-4 schedule.
- 1 employee takes other transportation to work at the Chase Bank, they are supportive of a 4-9 & 1-4 schedule.
  - 7 employees take other transportation to work at City Hall, 2 are supportive of a 4-9 & 1-4 schedule, 2 are not supportive of a 4-9 & 1-4 schedule, and 3 are neutral to a 4-9 & 1-4 schedule.
- 10 employees take other transportation to work at other Facilities, 4 are supportive of a 4-9 & 1-4 schedule, 4 are not supportive of a 4-9 & 1-4 schedule, and 2 are neutral to a 4-9 & 1-4 schedule.

# City Hall

Citizen Surveys

## 4-10 (Non) Supportive Day & Frequency City Hall

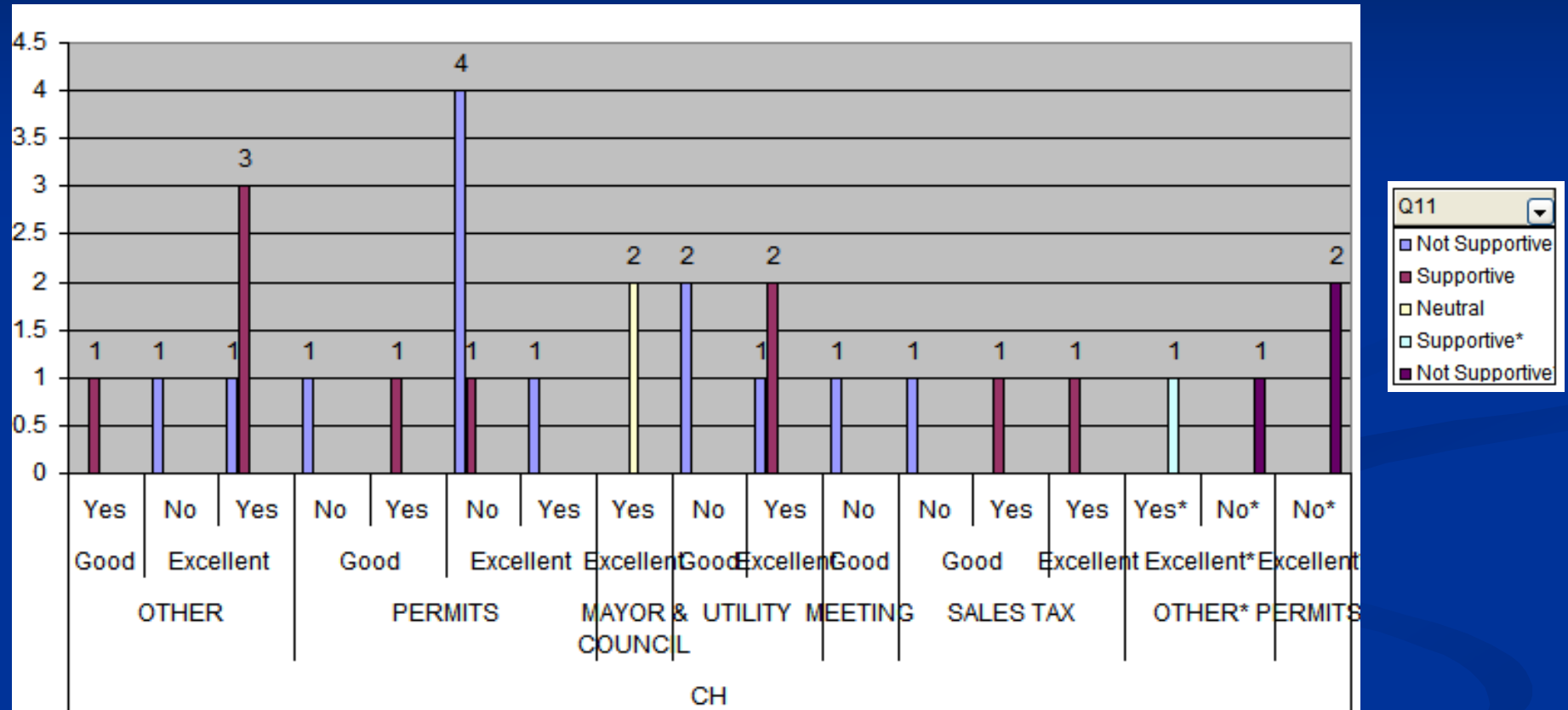


## 4-10 (Non) Supportive Day & Frequency City Hall

This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 9 people that filled our surveys on a Friday, of those 9 there were 6 not supportive- 3 come to City Hall 1-5 times per month, 1 comes to City Hall 10-15 times per month, 1 comes to City Hall 15 – 20 times per month, and 1 comes to City Hall 0 times per month. Then there were 2 supportive both came 1-5 times per month. Then on neutral that comes to City Hall 1-5 times per month.
- There were 2 people that filled out our survey on a Monday, 1 not supportive and comes to City Hall 6-10 times per month and 1 supportive comes to City Hall 1-5 times per month.
- There were 6 people that filled it out on Tuesday, 2 not supportive and comes to City Hall 1-5 times per month, then 4 supportive: 3 come to City Hall 1-5 times per month and 1 comes 0 times per month, then.
- There were 8 people that filled it out on Wednesdays, 4 not supportive: 2 come in 1-5 time per month, 1 comes in 10-15 times per month, 1 comes in 0 times per month. 2 supportive both come in 1-5 times per month. Then 2 neutral: 1 comes in 6-10 times per month and 1 comes in 15-20 times per month.
- There were 5 people that filled it out on Thursday, 2 not supportive: 1 comes in 1-5 times per month, 1 comes in 6-10 times per month. 2 supportive- both come in 1-5 times per month. Then 1 neutral and comes in 0 times per month.
- There were 2 people that filled out the survey without putting down the day on it- both not supportive, one comes in 20+ times per month and the other 1 did not put down how frequently they visit City Hall.

4-10 (Non) Supportive -Customer Service  
City Hall

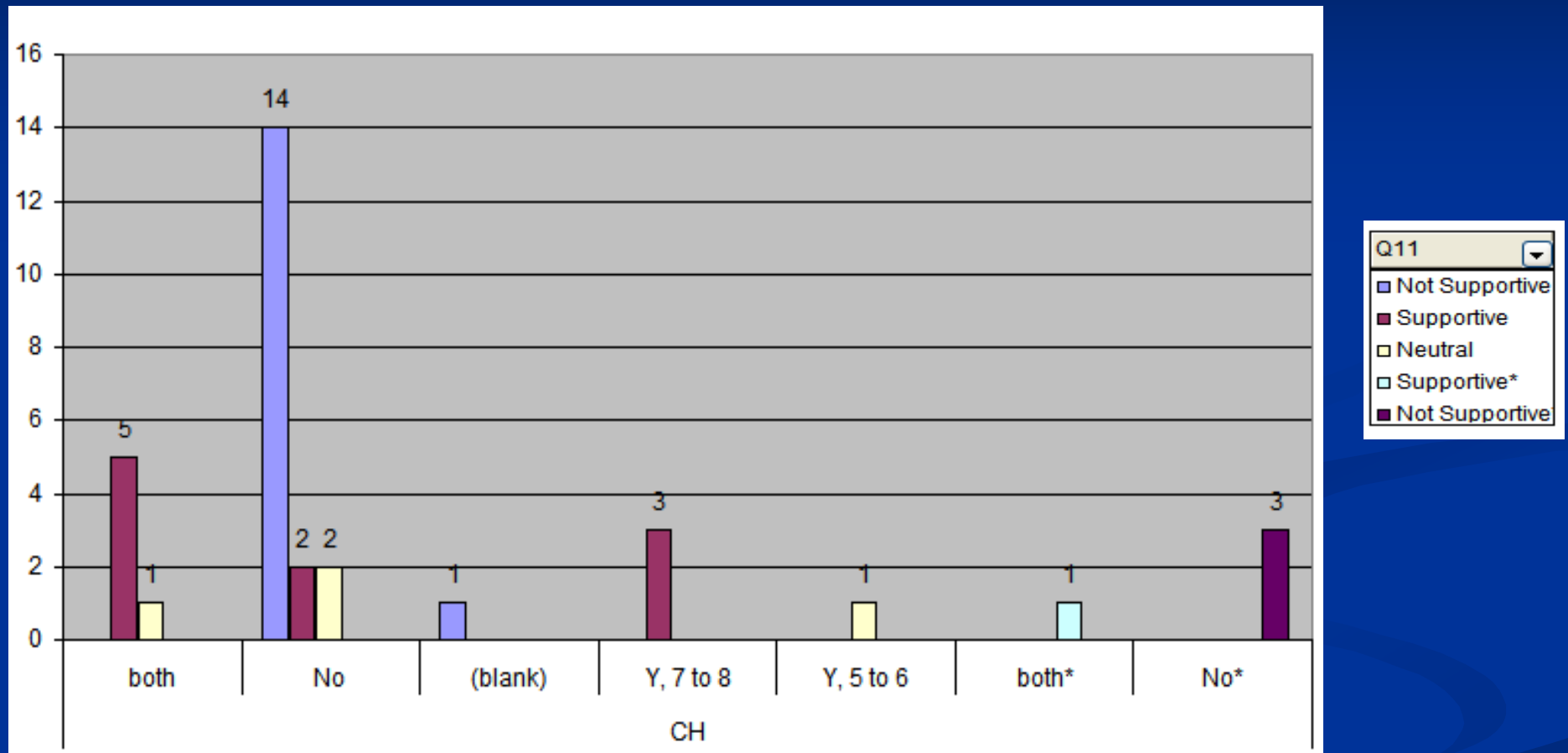


## 4-10 (Non) Supportive -Customer Service City Hall

This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 10 people that came in for a permit. Out of those 9, 8 were not supportive of the 4-10 schedule while 2 were supportive of the 4-10 schedule.
- There were 2 people that came in to visit the Mayor & Council, both were neutral to the 4-10 schedule.
- There were 5 people came in to pay their utility bill, 3 were not supportive while 2 were supportive.
  - There was 1 person that came in for a meeting and they were not supportive of the 4-10 schedule.
- There were 3 people that came in for Sales Tax, 1 was not supportive of the 4-10 schedule while 2 were supportive of the 4-10 schedule.
- There were 8 people that came in for other purposes, 3 not supportive of the 4-10 schedule, 5 supportive of the 4-10 schedule.

## 4-10 (Non) Supportive - Extended Hours City Hall



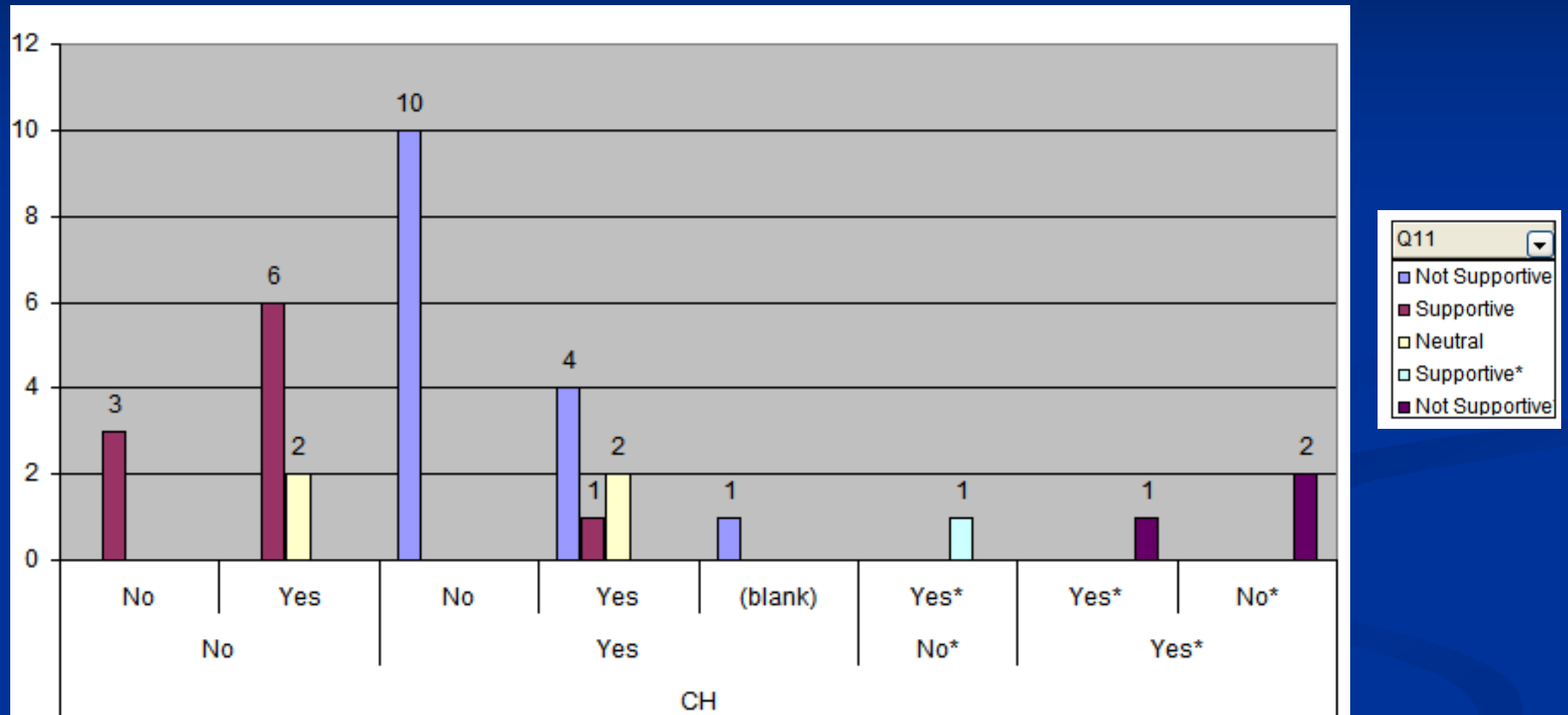
## 4-10 (Non) Supportive - Extended Hours City Hall

This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 21 people who stated they would not use the extended hours, 17 were not supportive of the 4-10 schedule, 2 were supportive of the 4-10 schedule, 2 were neutral of the 4-10 schedule.
- There were 7 people who stated they would use the hours both in the morning and the evening hours, 6 were supportive of the 4-10 schedule, 1 was neutral of the 4-10 schedule.
- There were 3 people who stated that they would use the morning hours- 7 AM – 8 AM, All 3 were supportive of the 4-10 schedule.
- There was 1 person who stated they would use the evening hours – 5 PM – 6 PM, they were neutral to the 4-10 schedule.
- Then there was 1 person who did not answer the question but stated they were unsupportive of the 4-10 schedule.



## 4-10 (Non) Supportive Conducting Business City Hall

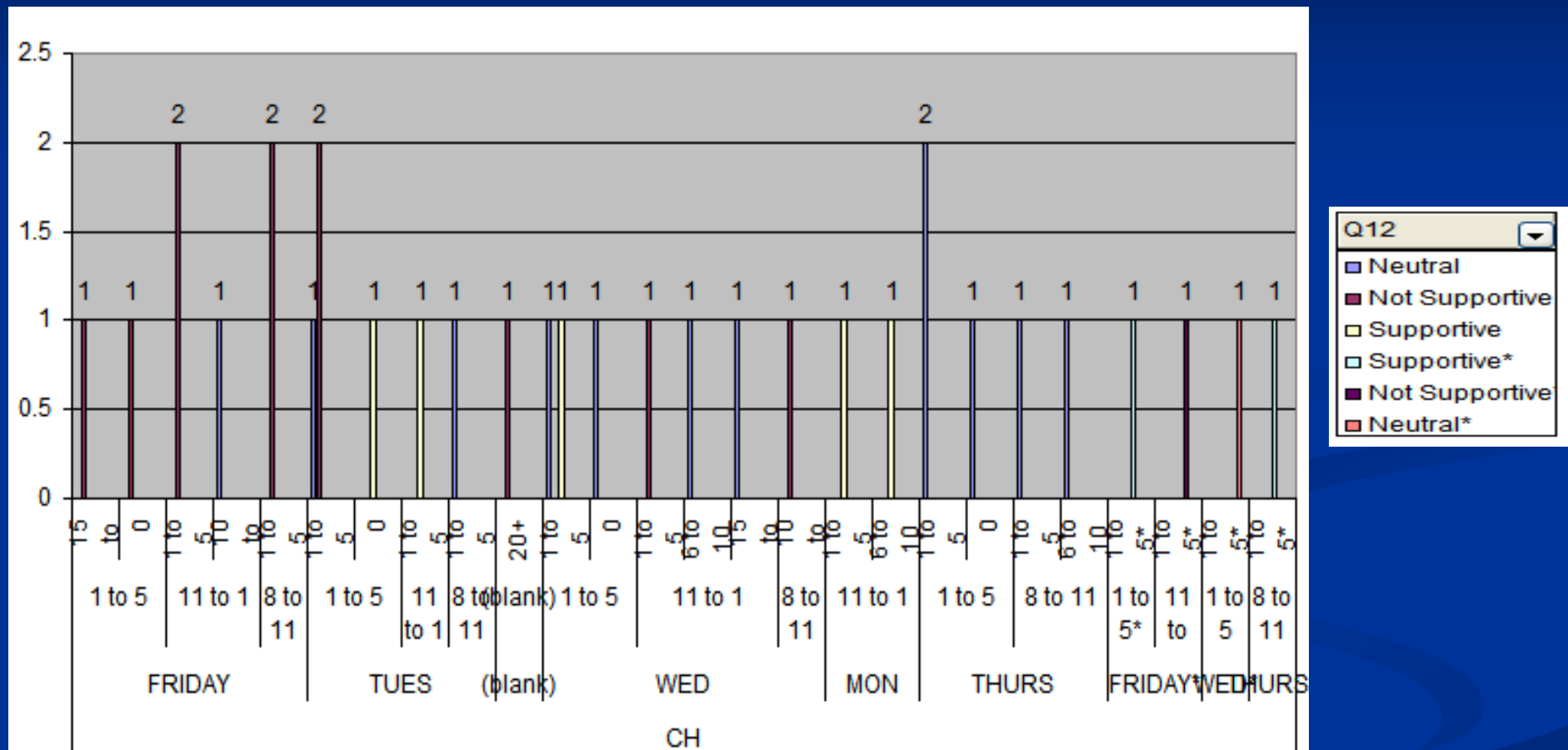


## 4-10 (Non) Supportive Conducting Business City Hall

This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 21 people who stated the 4-10 schedule will impact their business, 18 were not supportive. Out of those 18, 5 do or will conduct business online, 12 do not or will not conduct business online, 1 did not answer. 1 was supportive and does or will conduct business online. 2 were neutral and they do or will conduct business online.
- There were 12 people who stated the 4-10 schedule will not impact their business, 10 were supportive. Out of those 10, 7 will or do conduct business online, 3 will not or don't conduct business online. 2 were neutral and will or do conduct business online.

4-9s & 1-4 (Non) Supportive Day & Frequency  
City Hall

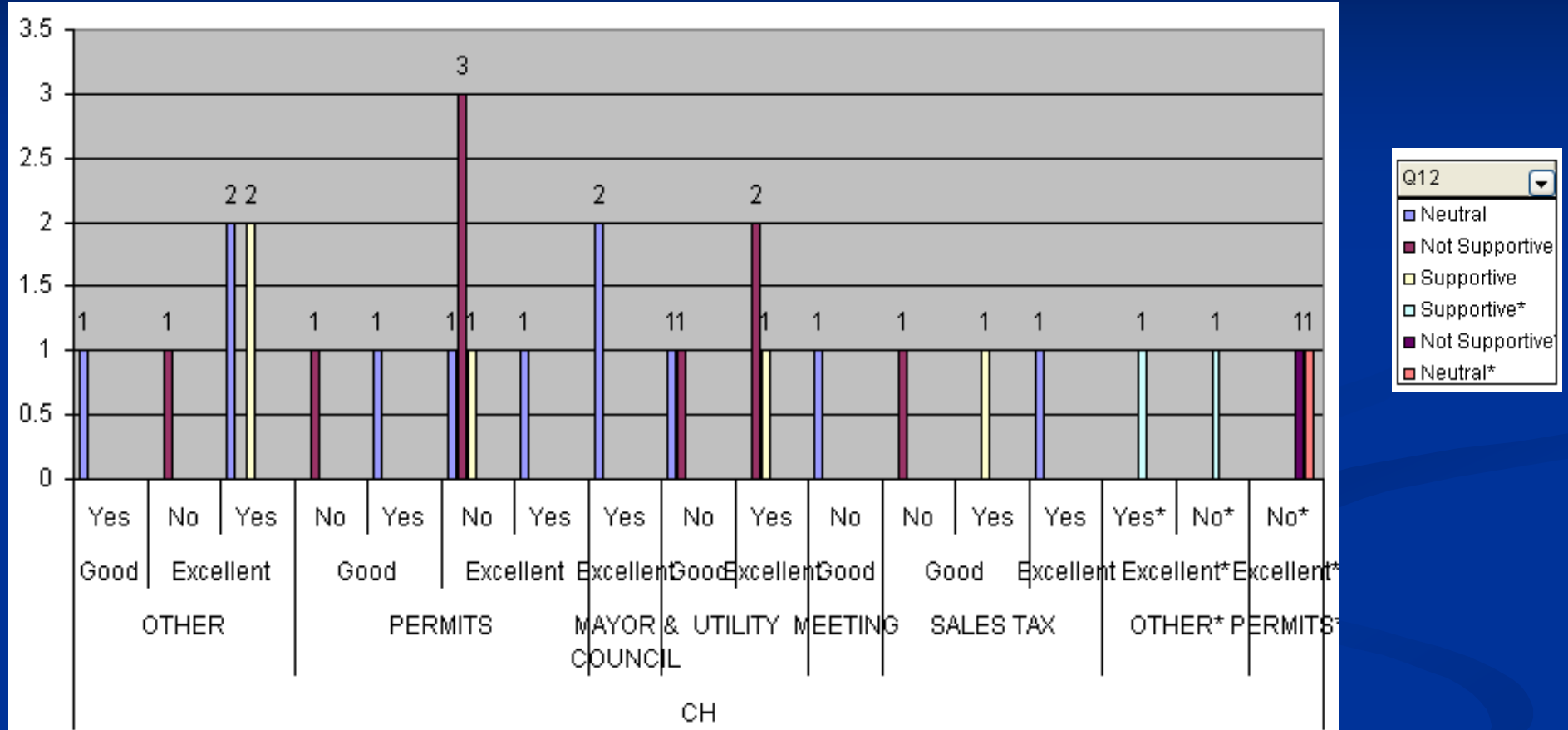


## 4-9s & 1-4 (Non) Supportive Day & Frequency City Hall

This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 9 people that filled our surveys on a Friday, of those 9 there were 7 not supportive of the 4-9 & 1-4 schedule- 5 come to City Hall 1-5 times per month, 1 comes to City Hall 15 – 20 times per month, and 1 comes to City Hall 0 times per month. Then there were 2 neutral, 1 came 1-5 times per month and 1 comes 1 comes to City Hall 10-15 times per months.
- There were 2 people that filled out our survey on a Monday, both were supportive of the 4-9 & 1-4 schedule. 1 comes to City Hall 6-10 times per month and 1 comes to City Hall 1-5 times per month.
- There were 6 people that filled it out on Tuesday, 2 not supportive of the 4-9 & 1-4 schedule both come to City Hall 1-5 times per month, 2 supportive, 1 comes to City hall 1-5 times per month, the other 1 comes 0 times per month, then 2 neutral: both come to City Hall 1-5 times per month
- There were 8 people that filled it out on Wednesdays, 2 not supportive: 1 come in 1-5 time per month, 1 comes in 10-15 times per month. 1 supportive and comes in 1-5 times per month, 5 neutral: 1 comes in 6-10 times per month. 1 comes in 15-20 times per month, 2 come in 1-5 times per month, and one comes it City Hall 0 times per month..
- There were 6 people that filled it out on Thursday, 1 is supportive and comes in 1-5 times per month, 5 are neutral to the 4-9 & 1-4 schedule. 1 comes in 6-10 times per month, 3 come to City Hall 1-5 times per month, and 1 comes in 0 times per month.
- There was 1 person that filled out the survey without putting down the day on it- they are not supportive and come in 20+ times per month.

4-9s & 1-4 (Non) Supportive Customer Service  
City Hall

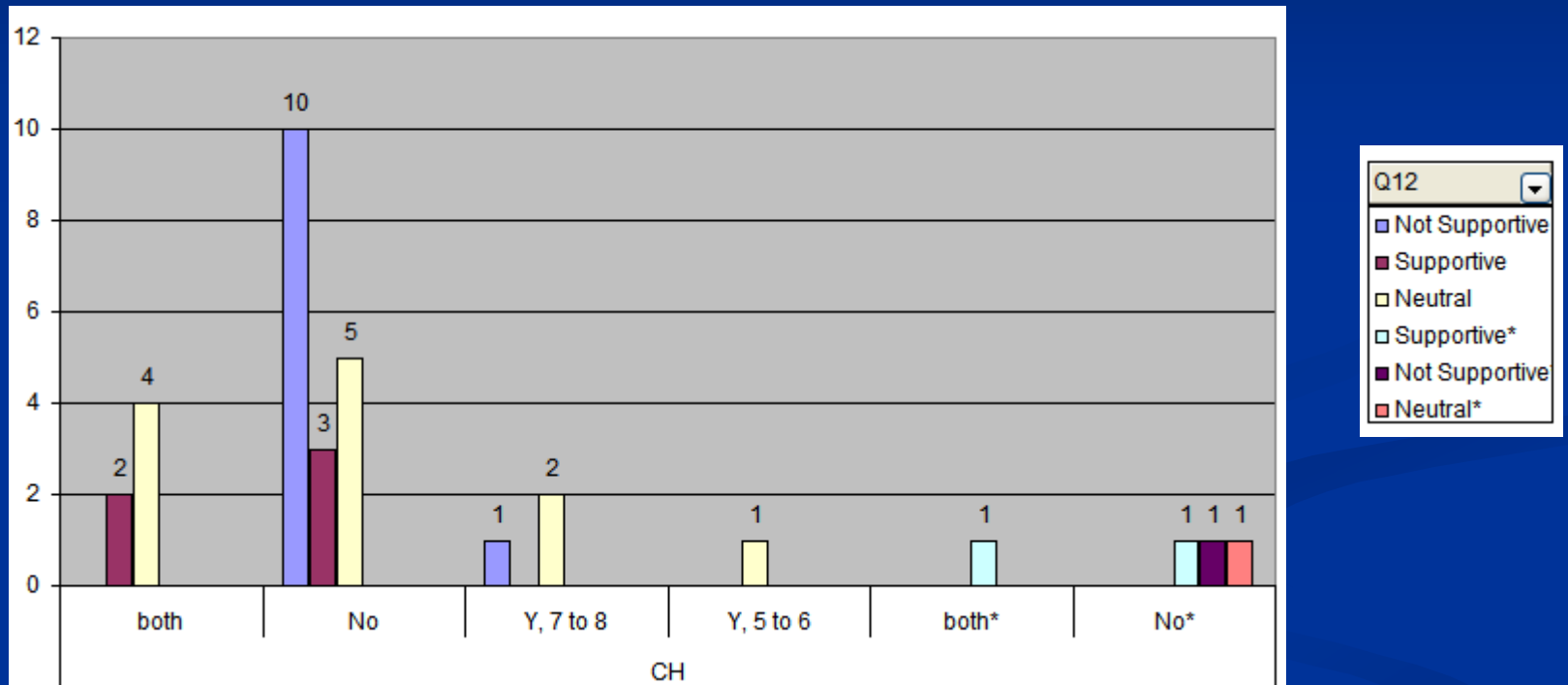


## 4-9s & 1-4 (Non) Supportive Customer Service City Hall

This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 10 people that came in for a permit. Out of those 10, 5 were not supportive of the 4-9 & 1-4 schedule, while 1 was supportive, and 4 neutral.
- There were 2 people that came in to visit the Mayor & Council, both were neutral to the 4-9 & 1-4 schedule.
- There were 5 people came in to pay their utility bill, 3 were not supportive, 1 was supportive, and 1 was neutral.
- There was 1 person that came in for a meeting and they were neutral to the 4-9 & 1-4 schedule.
- There were 3 people that came in for Sales Tax, 1 was not supportive of the 4-9 & 1-4 schedule, 1 was supportive, and 1 was neutral.
- There were 8 people that came in for other purposes, 1 was not supportive of the 4-9 & 1-4 schedule, 4 supportive, 3 neutral.

## 4-9 & 1-4 (Non) Supportive - Extended Hours City Hall



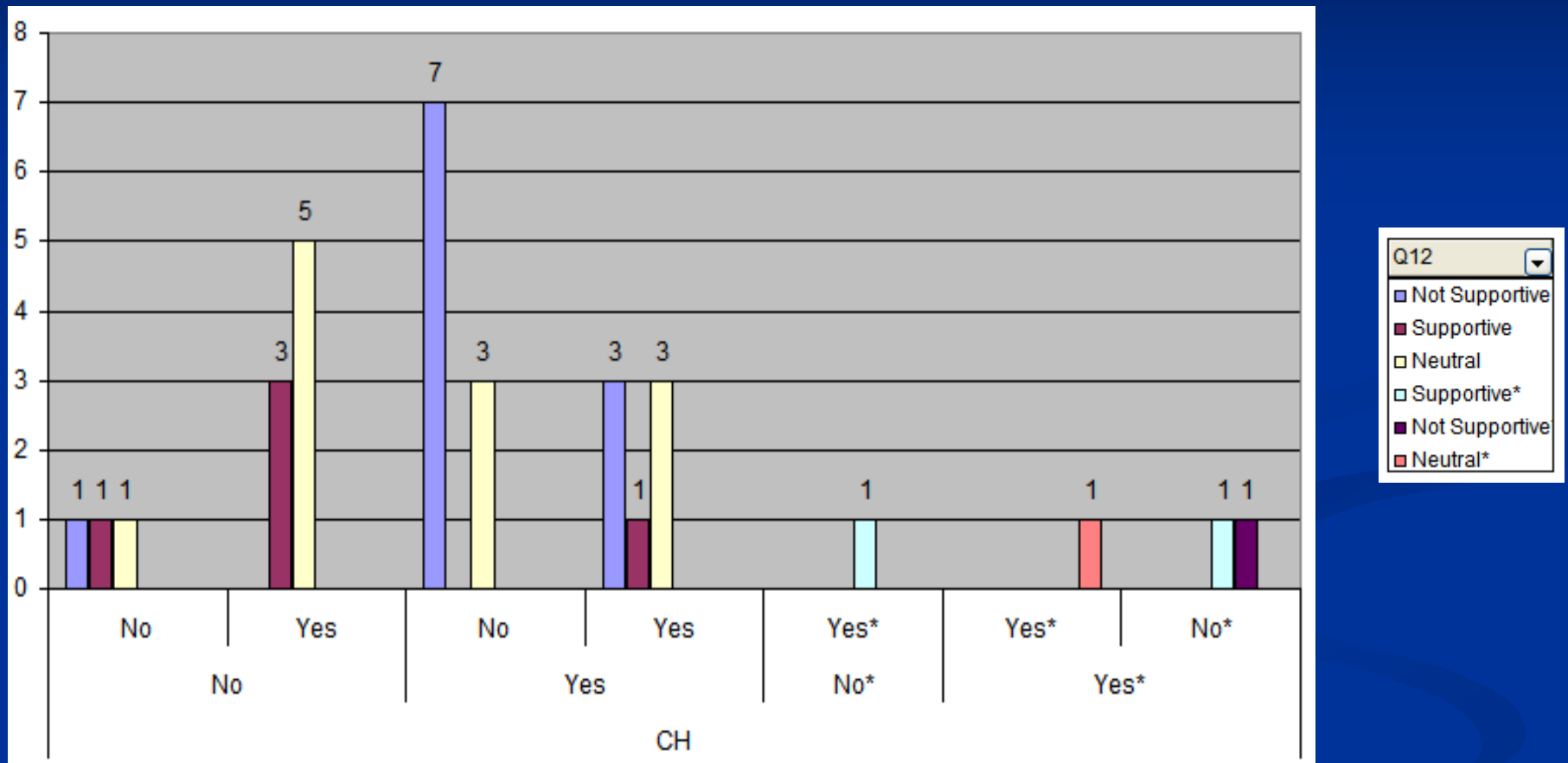
## 4-9 & 1-4 (Non) Supportive - Extended Hours City Hall

This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 21 people who stated they would not use the extended hours, 11 were not supportive of the 4-9 & 1-4 schedule, 4 were supportive of the 4-9 & 1-4 schedule, 6 were neutral of the 4-9 & 1-4 schedule.
- There were 7 people who stated they would use the hours both in the morning and the evening hours, 3 were supportive of the 4-9 & 1-4 schedule, 4 were neutral of the 4-9 & 1-4 schedule.
- There were 3 people who stated that they would use the morning hours- 7 AM – 8 AM, 1 was not supportive of the 4-9 & 1-4 schedule, 2 were neutral to the schedule.
- There was 1 person who stated they would use the evening hours – 5 PM – 6 PM, they were neutral to the 4-9 & 1-4 schedule.



## 4-9 & 1-4 (Non) Supportive Conducting Business City Hall



## 4-9 & 1-4 (Non) Supportive Conducting Business City Hall

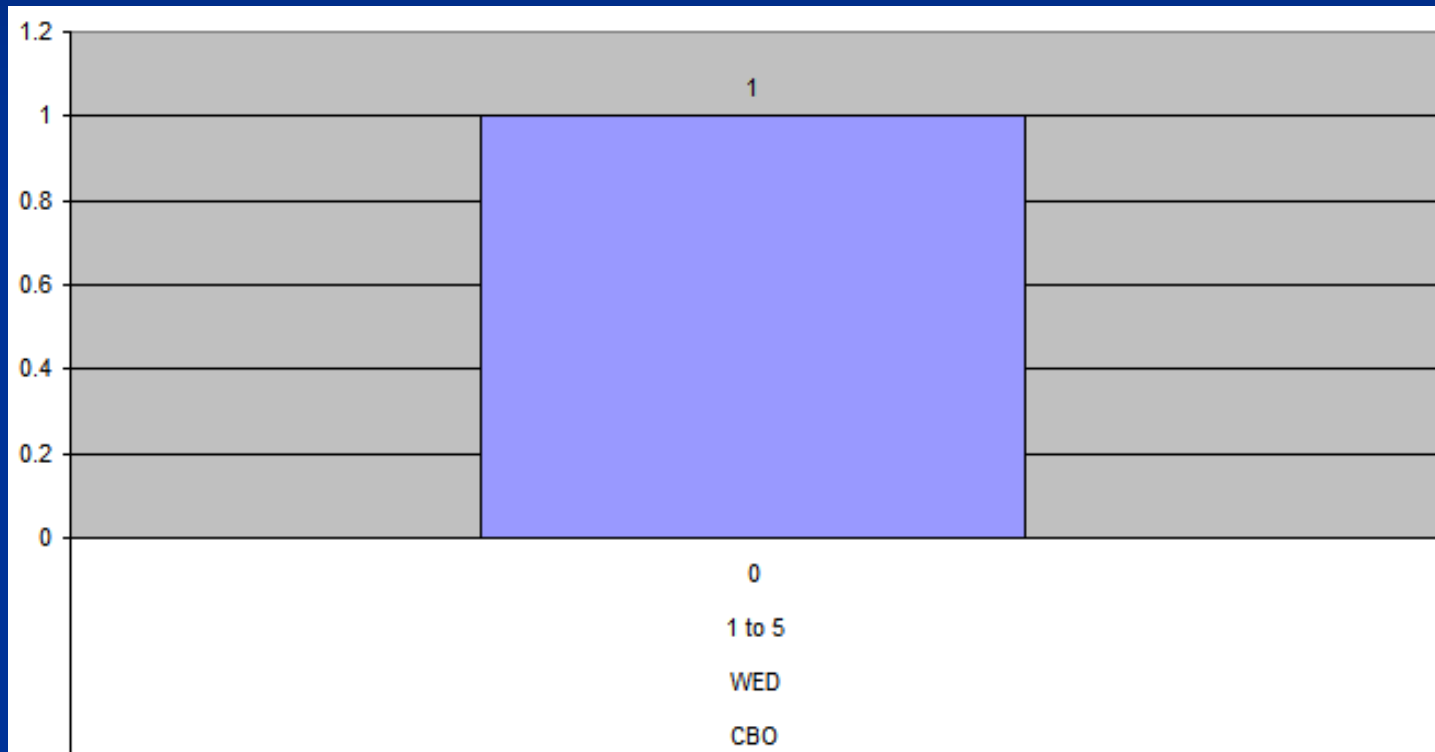
This chart is showing that at the City Hall, out of the 33 citizens who completed the survey there are:

- There were 21 people who stated the closing of Friday will impact their business, 11 were not supportive of the 4-9 & 1-4 schedule. Out of those 11, 3 do or will conduct business online, 8 do not or will not conduct business online. 2 were supportive, 1 does or will conduct business online, and then 1 does not or will not conduct business online. 7 were neutral, 4 do or will conduct business online, 3 do not or will not conduct business online.
- There were 12 people who stated the closing of Fridays will not impact their business, 1 was not supportive of the 4-9 & 1-4 schedule and they do not or will not conduct business online. 5 were supportive. Out of those 5, 4 will or do conduct business online, 1 will not or don't conduct business online. 6 were neutral, 5 will or do conduct business online, 1 will not or do not conduct business online.

# Chase Bank

Citizen Surveys

## 4-10 (Non) Supportive Day & Frequency Chase Bank



Q11

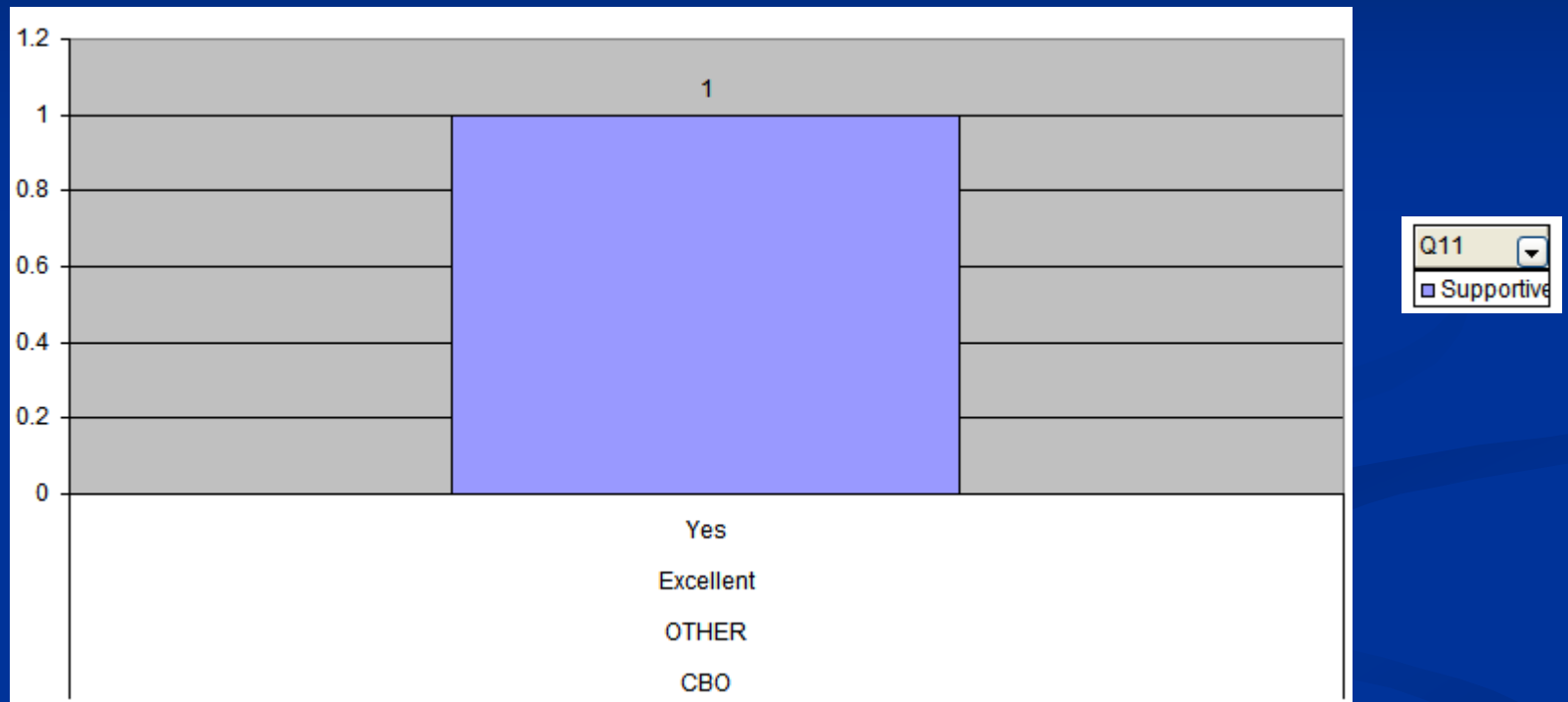
☒ Supportive

4-10 (Non) Supportive Day & Frequency  
Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey completed it on a Wednesday, from 1-5 PM and visit this location 0 times per month- they are supportive of the 4-10 schedule.

## 4-10 (Non) Supportive Customer Service Chase Bank

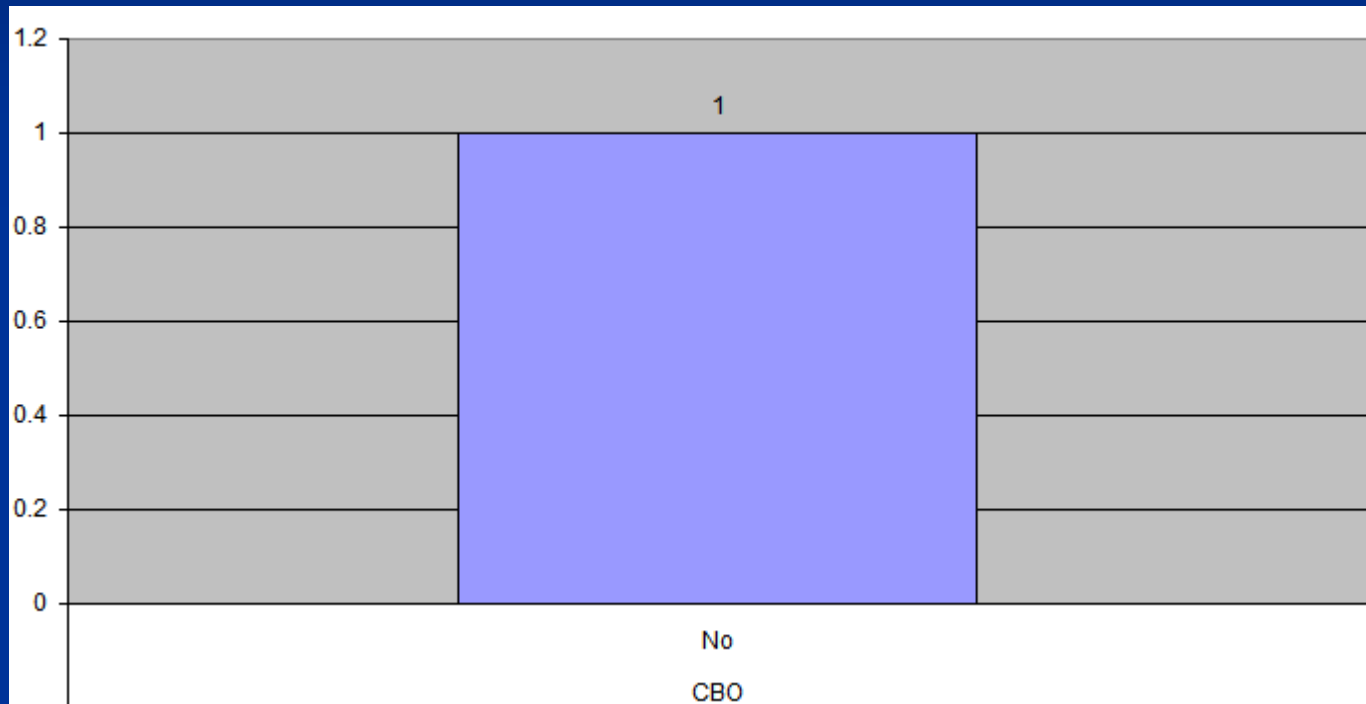


## 4-10 (Non) Supportive Customer Service Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey came in for other reasons, and receive excellent customer service an they believe they will receive the same or better with extended hours, they are supportive of the 4-10 schedule.

# 4-10 (Non) Supportive - Extended Hours Chase Bank



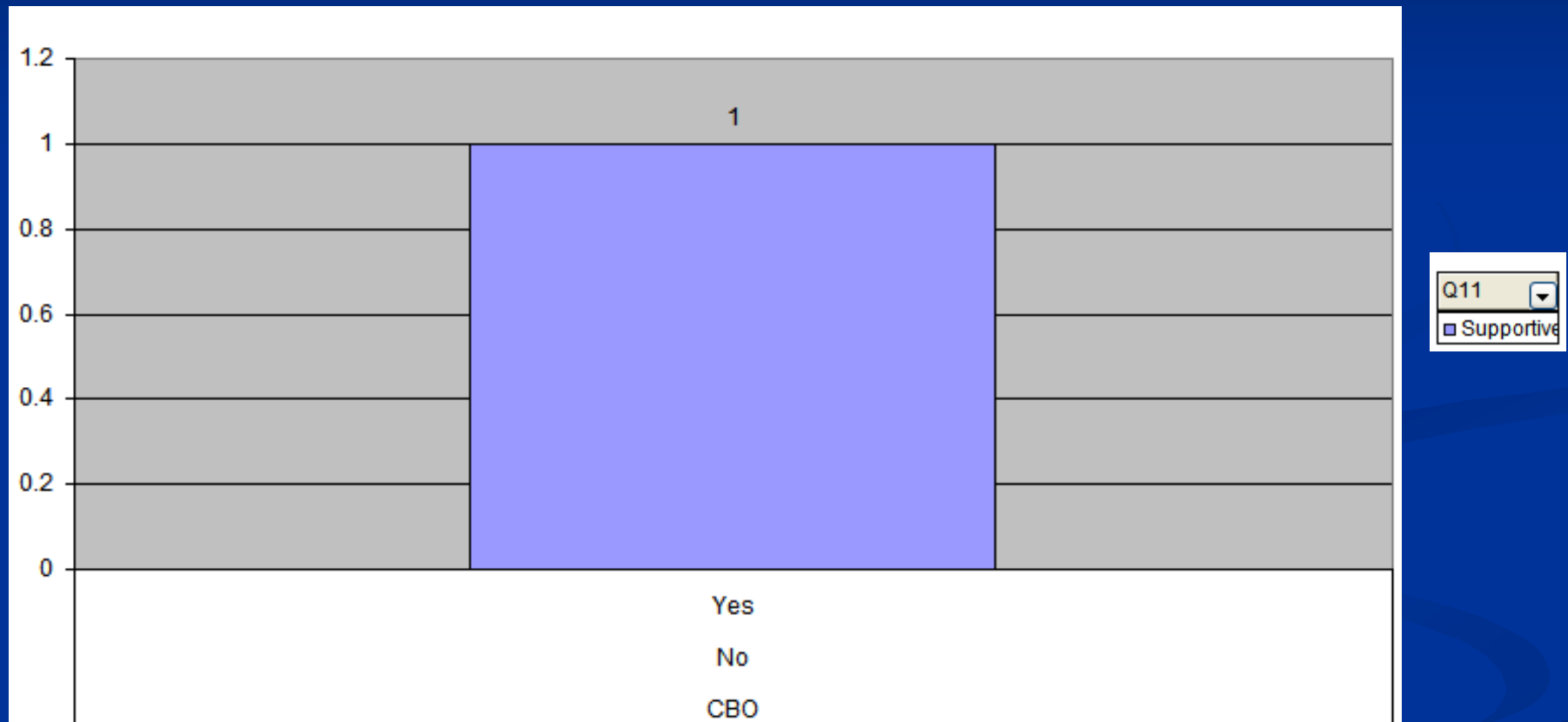


4-10 (Non) Supportive - Extended Hours  
Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey stated they would not use the extended hours, they are supportive of the 4-10 schedule.

# 4-10 (Non) Supportive Conducting Business Chase Bank

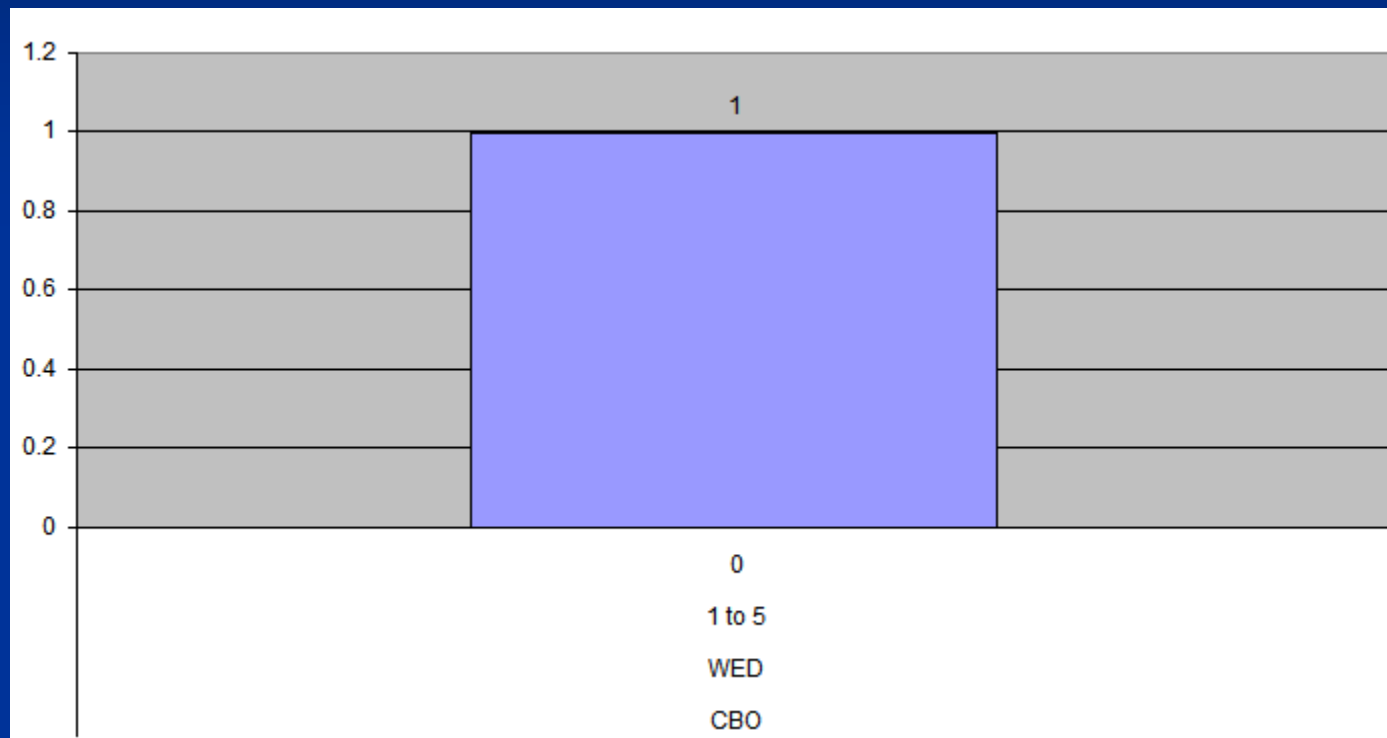


4-10 (Non) Supportive Conducting Business  
Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey stated the closure would not impact their business and they do or will conduct business online, they are supportive of the 4-10 schedule.

# 4-9s & 1-4 (Non) Supportive Day & Frequency Chase Bank



Q12

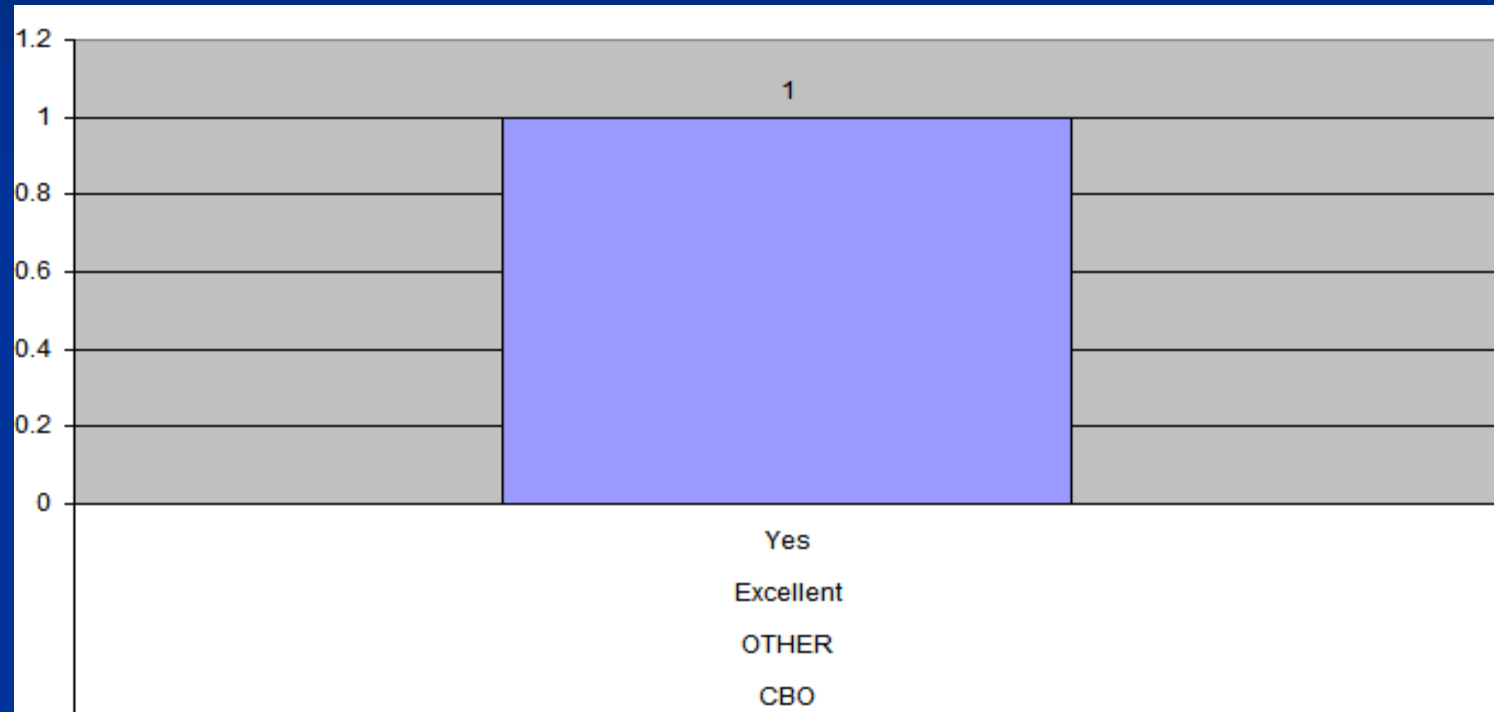
Supportive

4-9s & 1-4 (Non) Supportive Day & Frequency  
Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey completed it on a Wednesday, from 1-5 PM and visit this location 0 times per month- they are supportive of the 4-9 & 1-4 schedule.

# 4-9s & 1-4 (Non) Supportive Customer Service Chase Bank



Q12

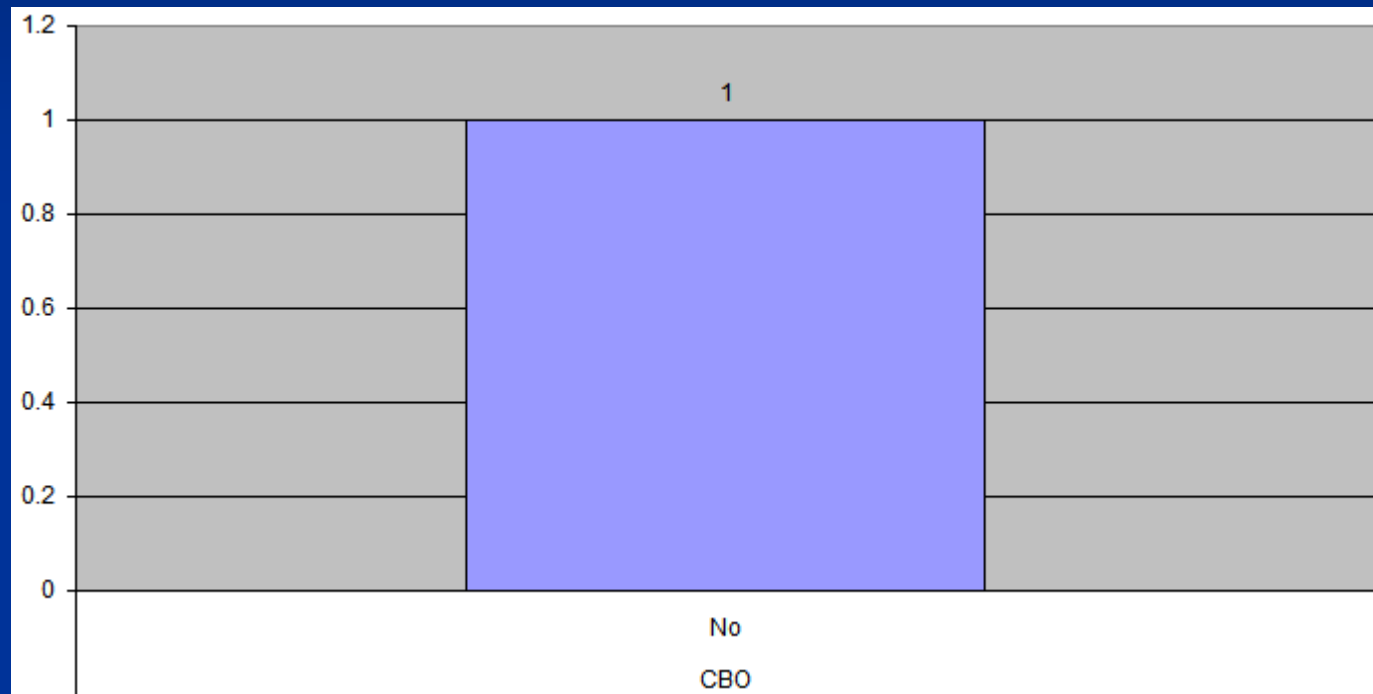
Supportive

4-9s & 1-4 (Non) Supportive Customer Service  
Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey came in for other reasons, and receive excellent customer service an they believe they will receive the same or better with extended hours, they are supportive of the 4-9 & 1-4 schedule.

# 4-9 & 1-4 (Non) Supportive - Extended Hours Chase Bank



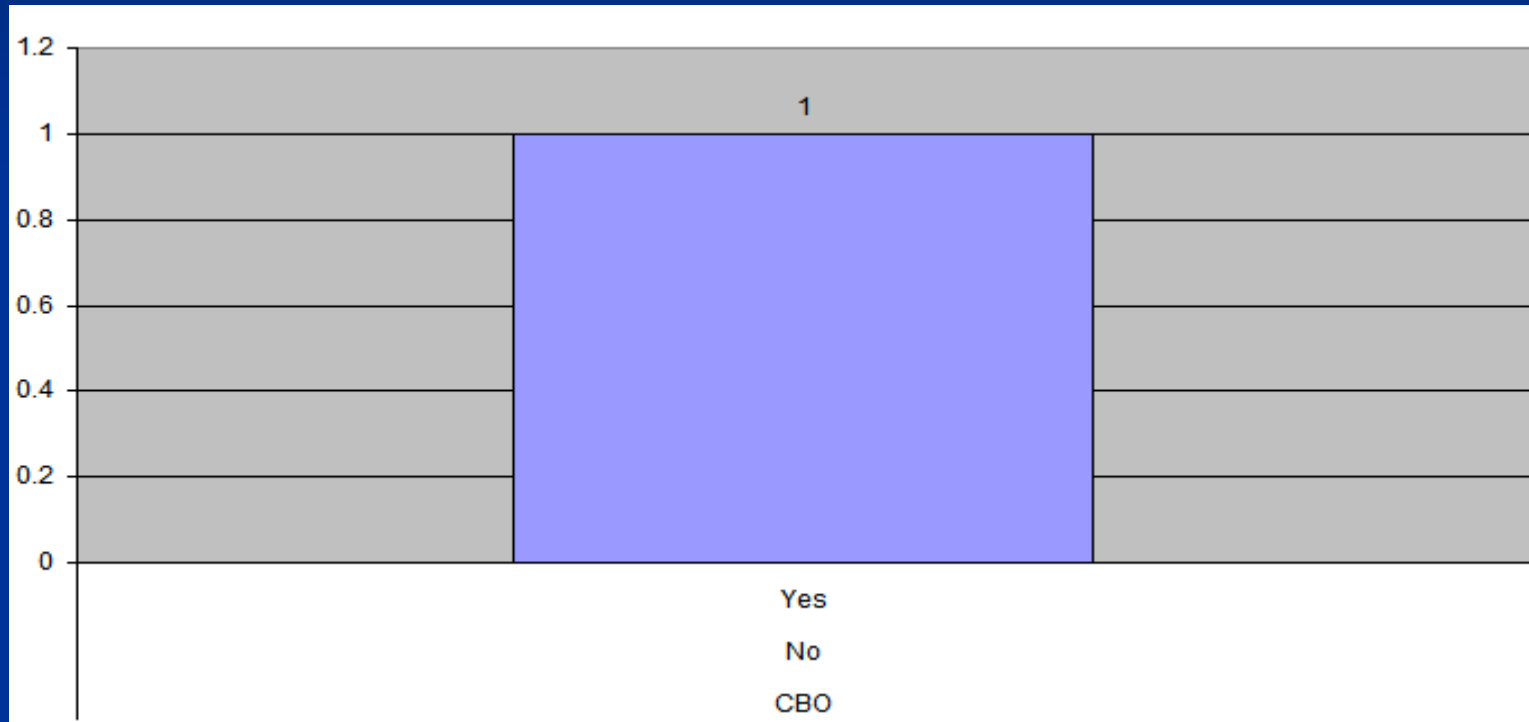


4-9 & 1-4 (Non) Supportive - Extended Hours  
Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey stated they would not use the extended hours, they are supportive of the 4-9 & 1-4 schedule.

# 4-9 & 1-4 (Non) Supportive Conducting Business Chase Bank



Q12  
Supportive

4-9 & 1-4 (Non) Supportive Conducting Business  
Chase Bank

This chart is showing that at the Chase Bank, 1 citizen complete the survey and their results are:

- The one person that completed this survey stated the closure would not impact their business and they do or will conduct business online, they are supportive of the 4-9 & 1-4 schedule.

# Cherry Building & GIS Building

Citizen Surveys-

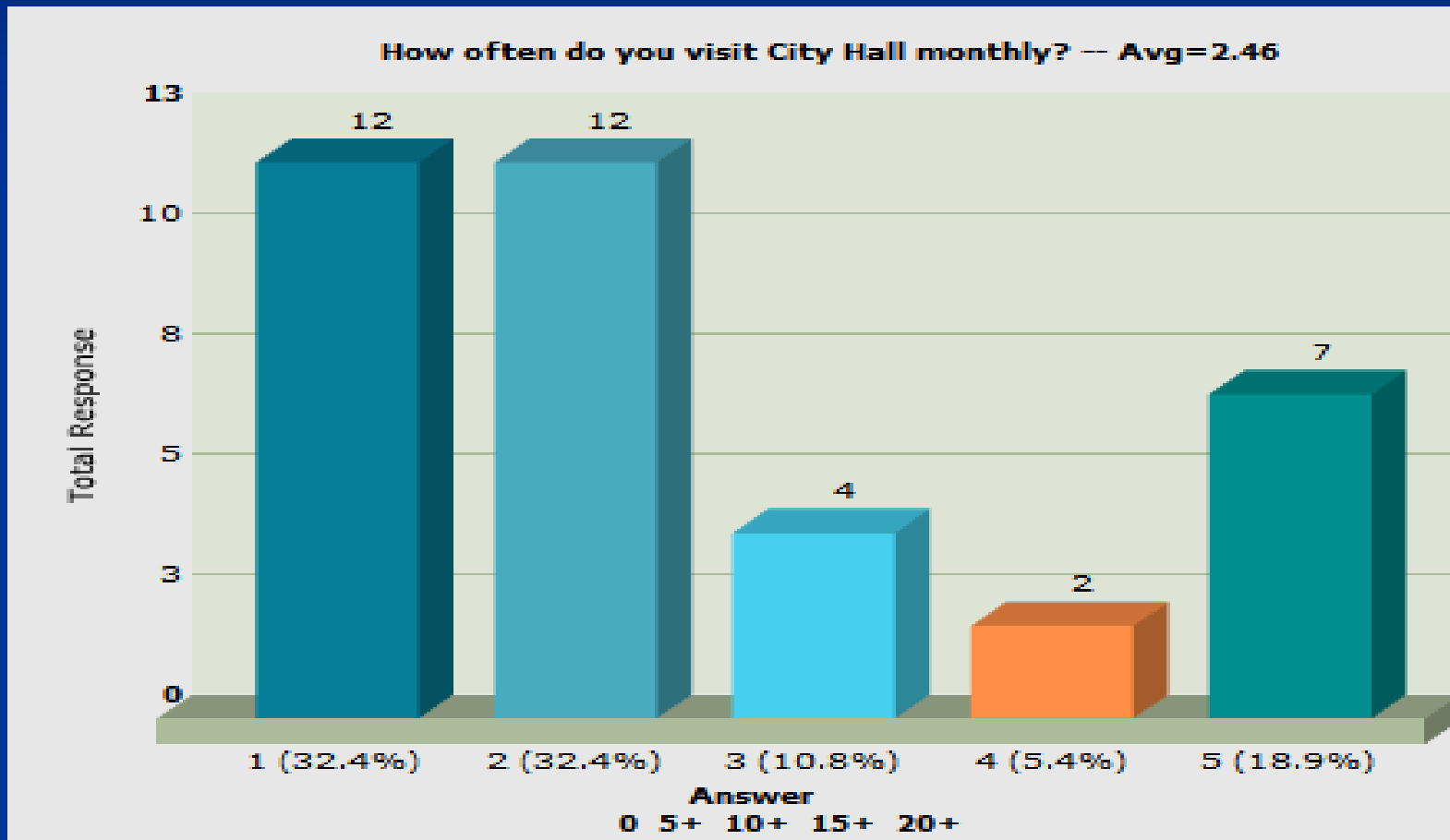
we did not get any paper surveys back  
from these locations



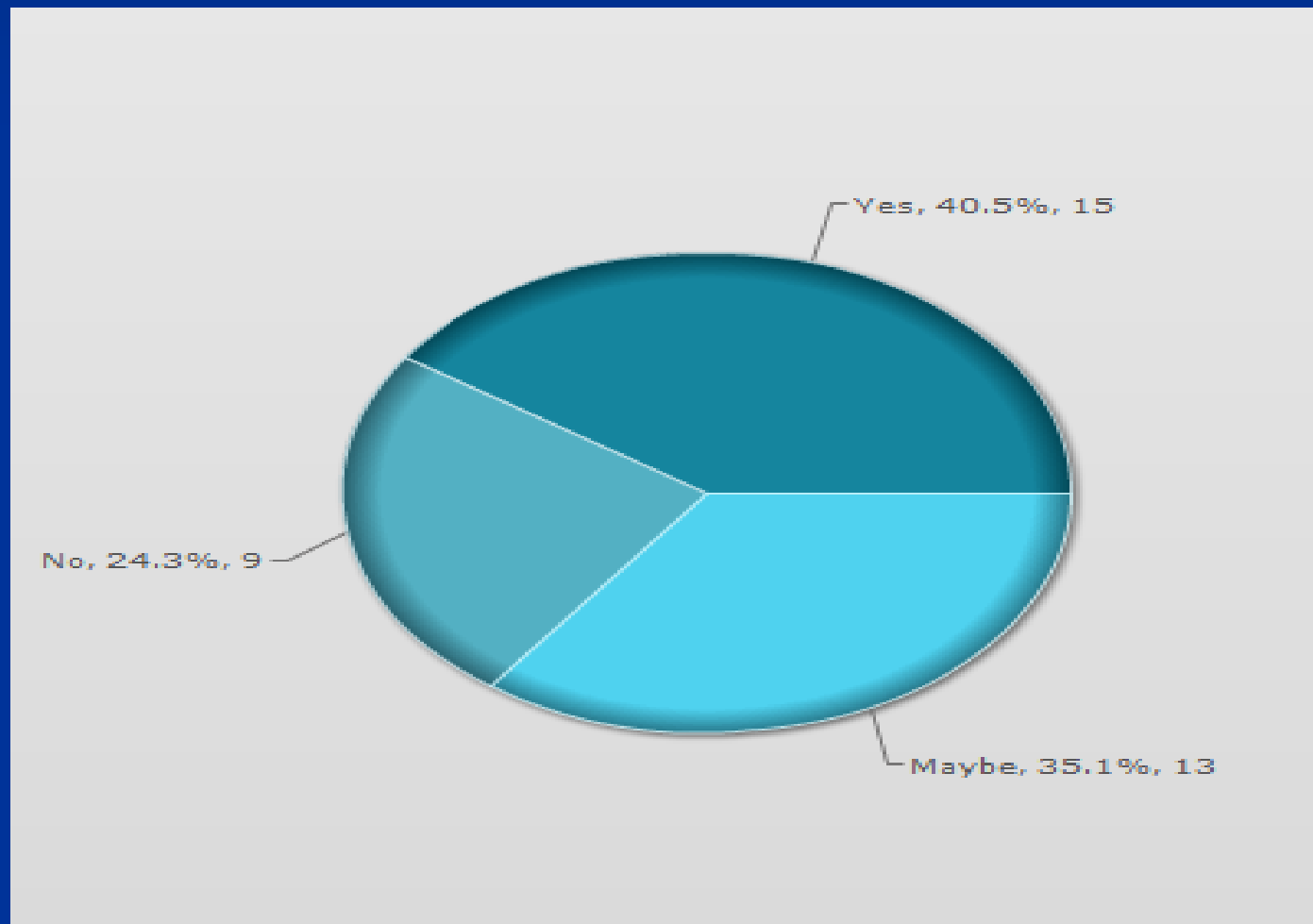
# Xit Poll Survey Results

City Fest  
September 22<sup>nd</sup>

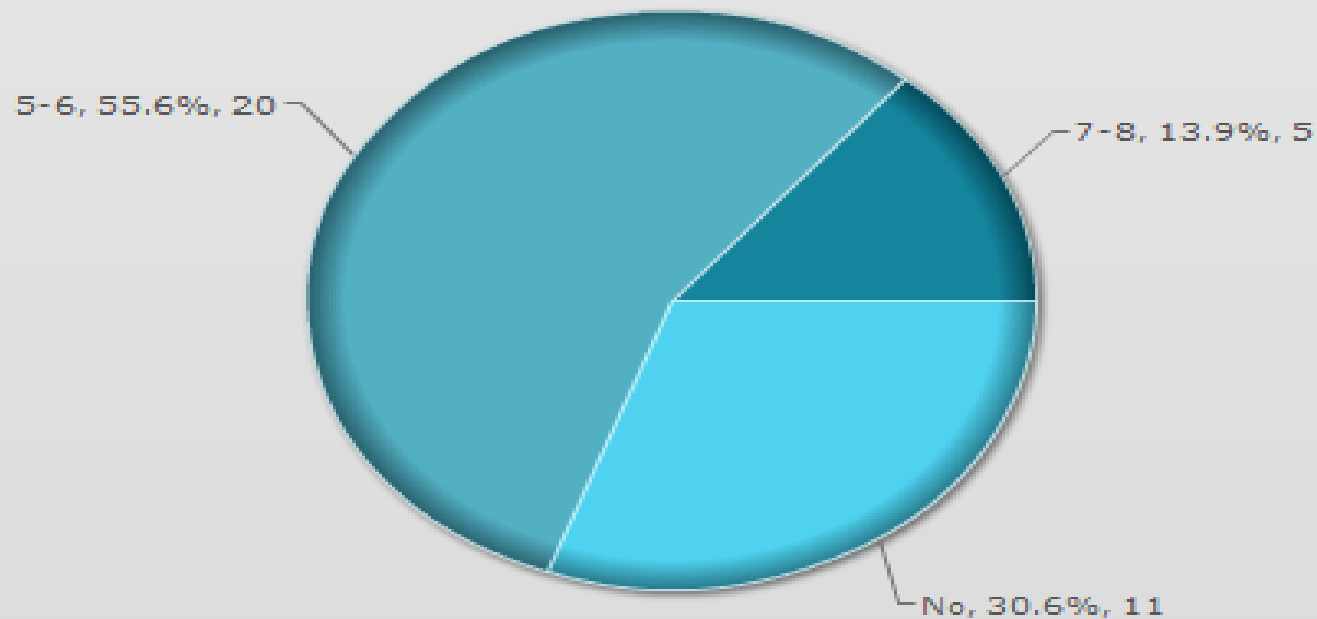
# Question 1: How often do you visit City Hall Monthly?



## Question 2: Would you use Monday-Thursday Extended City Hall hours?

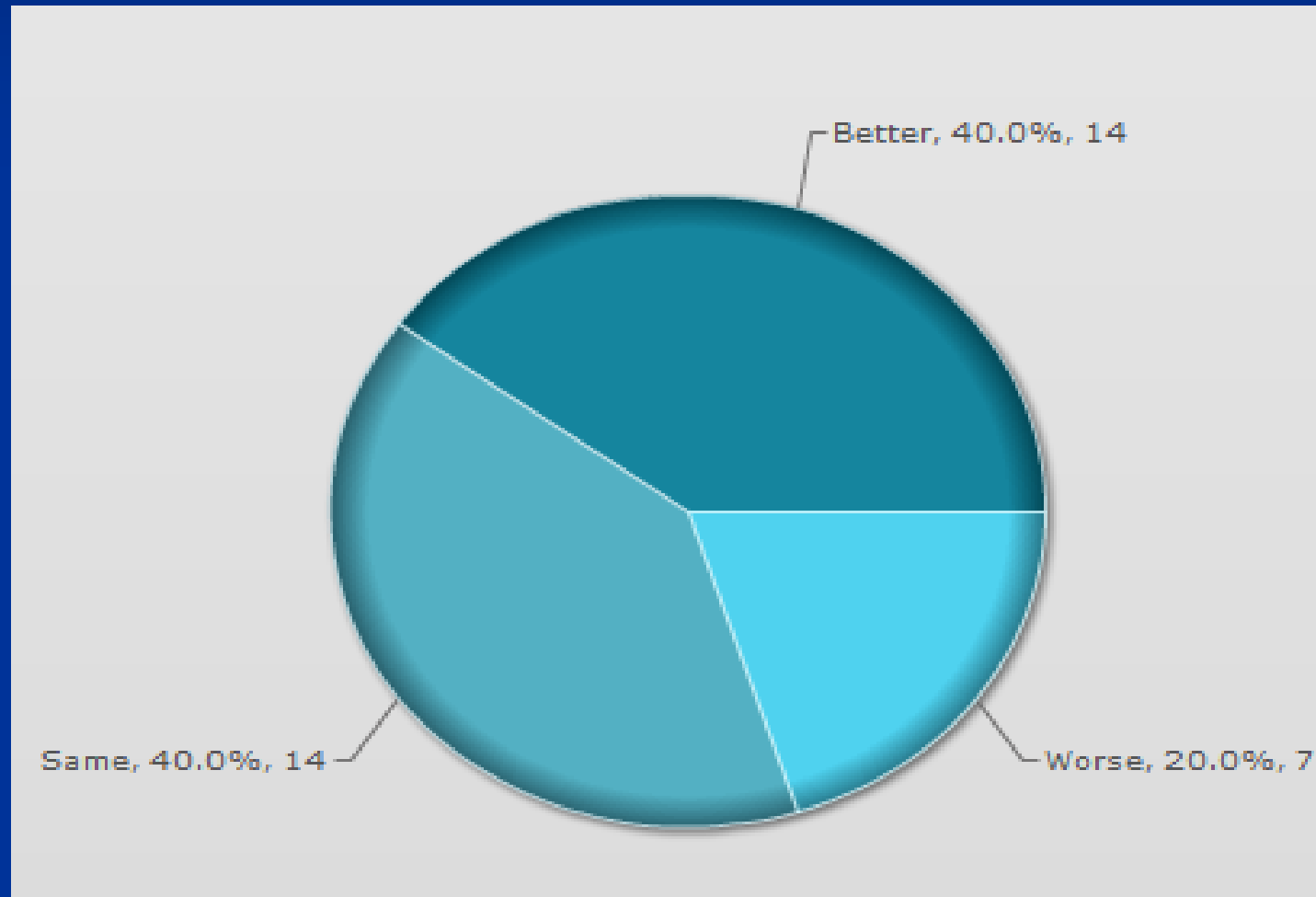


# Question 3: If yes, which hours?

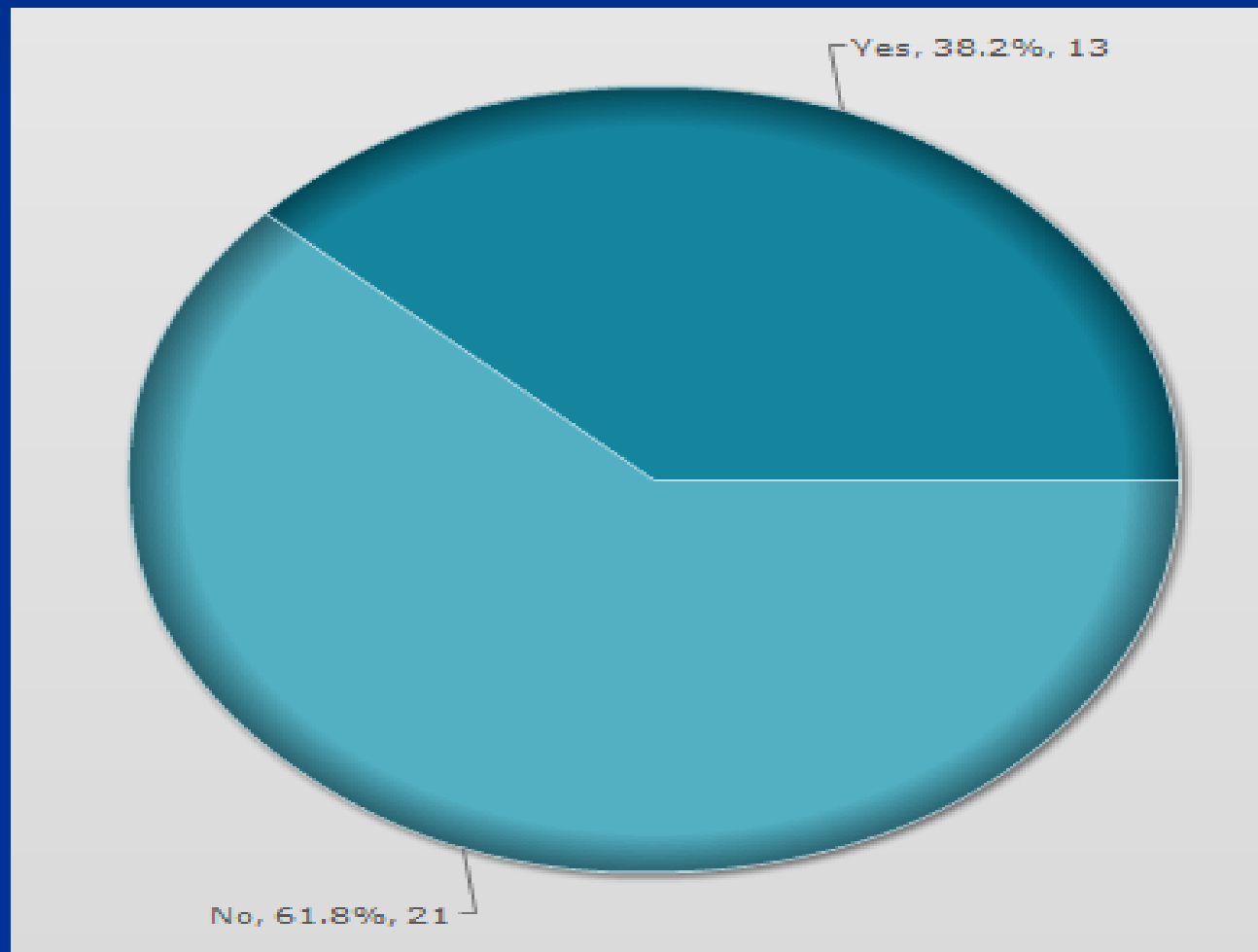




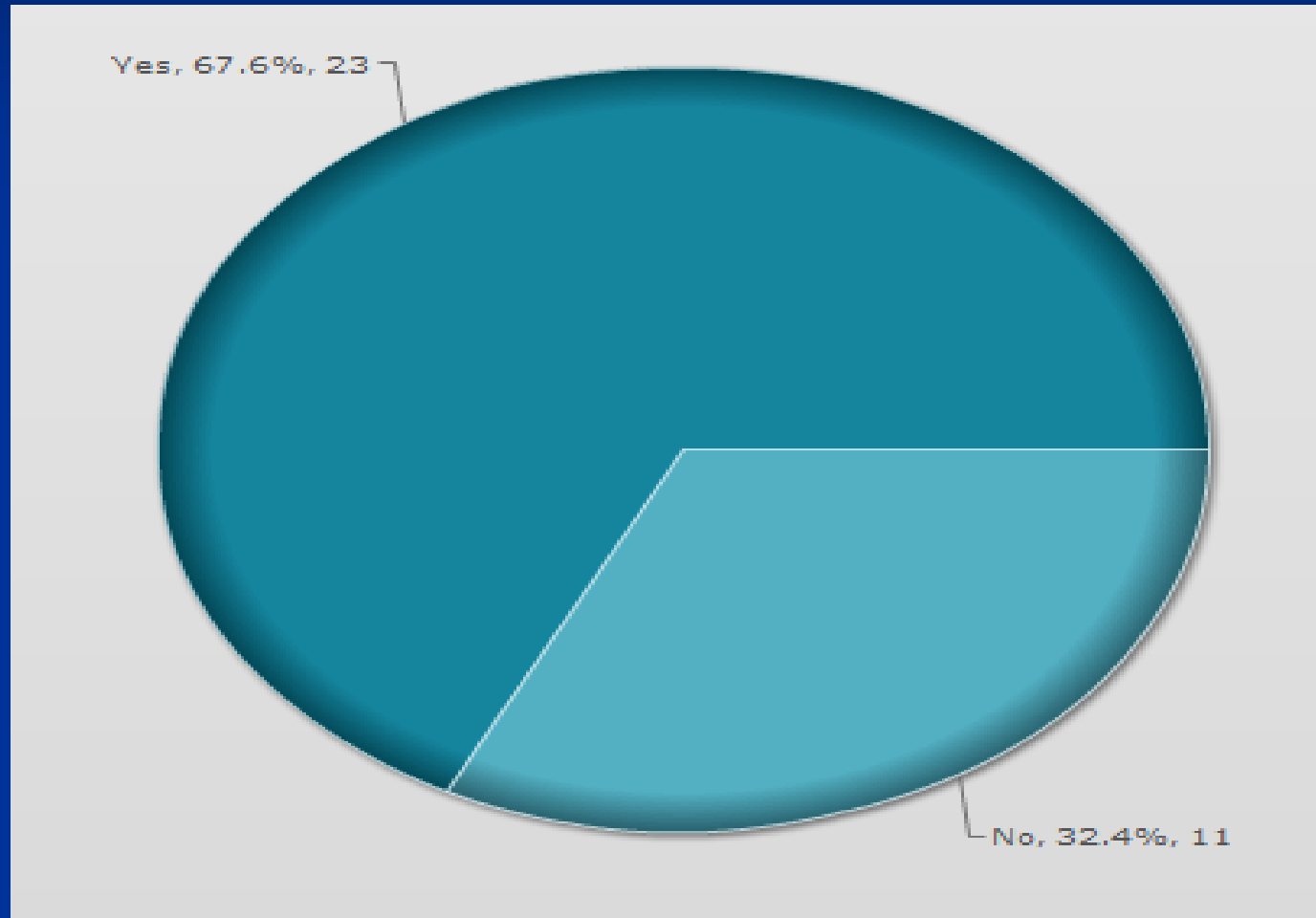
## Question 4: Service to you with a M-Th 7-6 work schedule would be.....



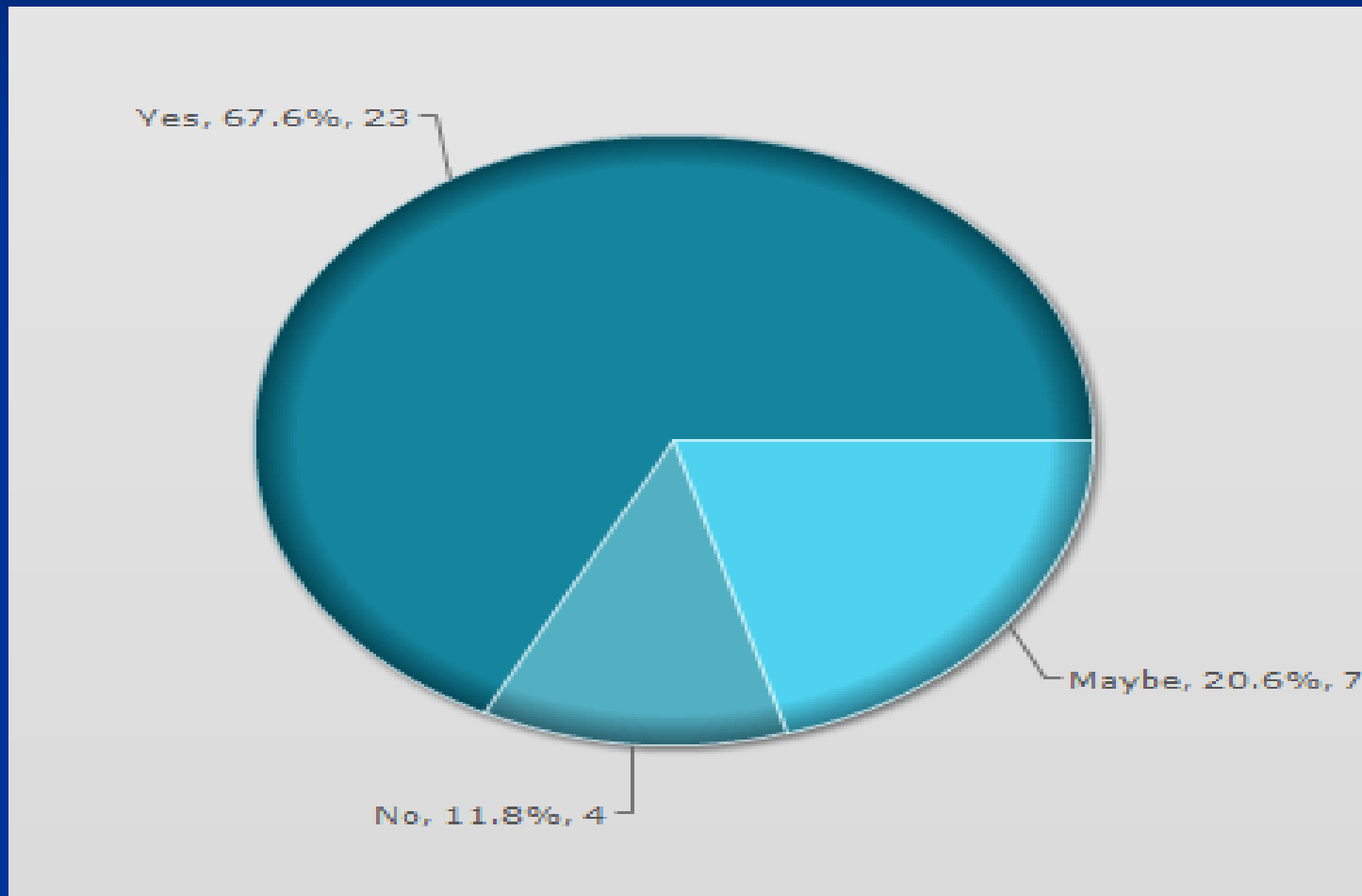
# Question 5: Would Friday closure impact your ability to come to City Hall?



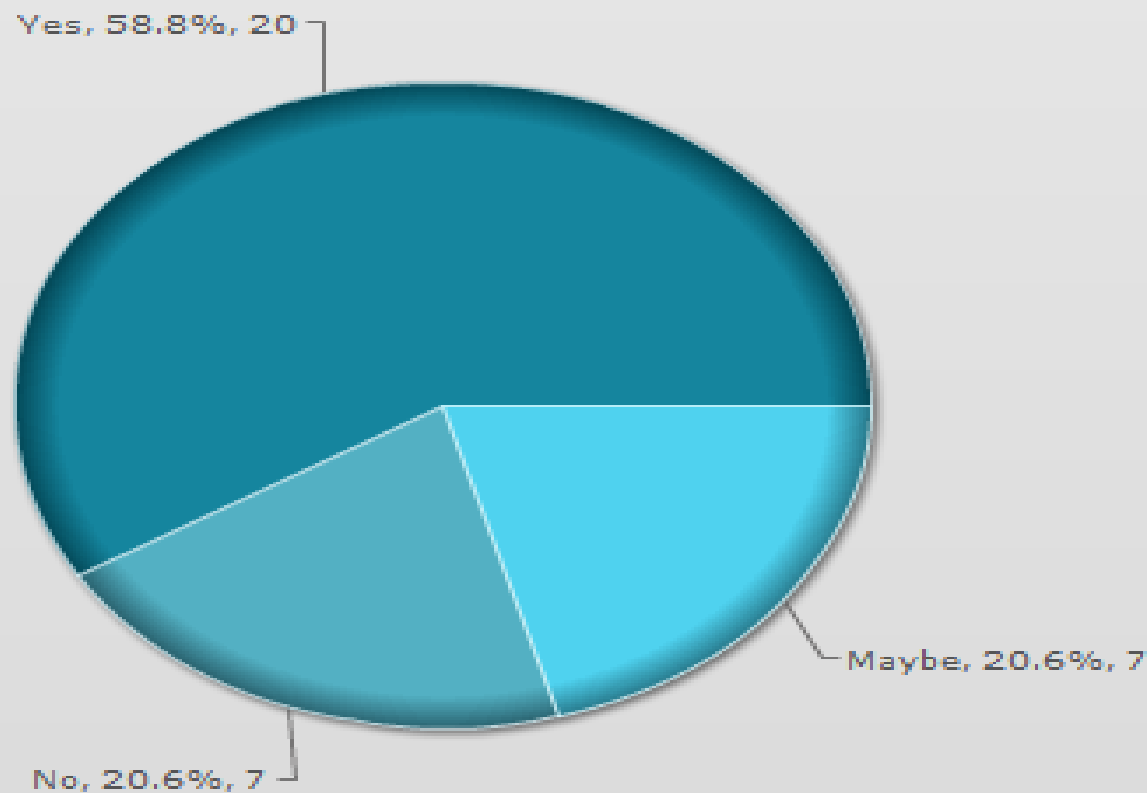
# Question 6: Do you, or would you do business online?



# Question 7: Would you support a M-Th 7-6 Pilot Program?



# Question 8: Would you support a 9 hour M-Th / 4 hr Friday Schedule?



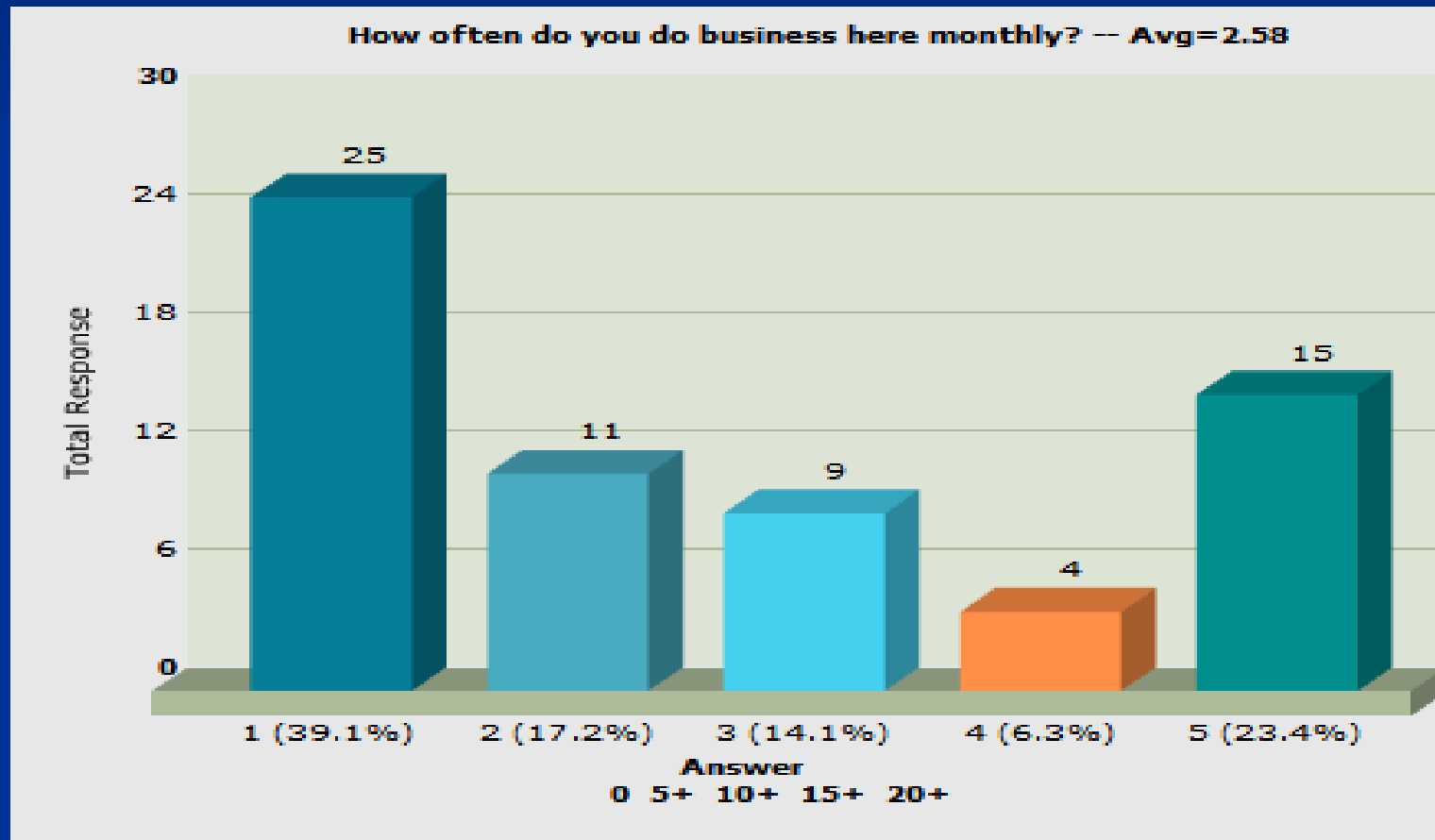


# Xit Poll Survey Results

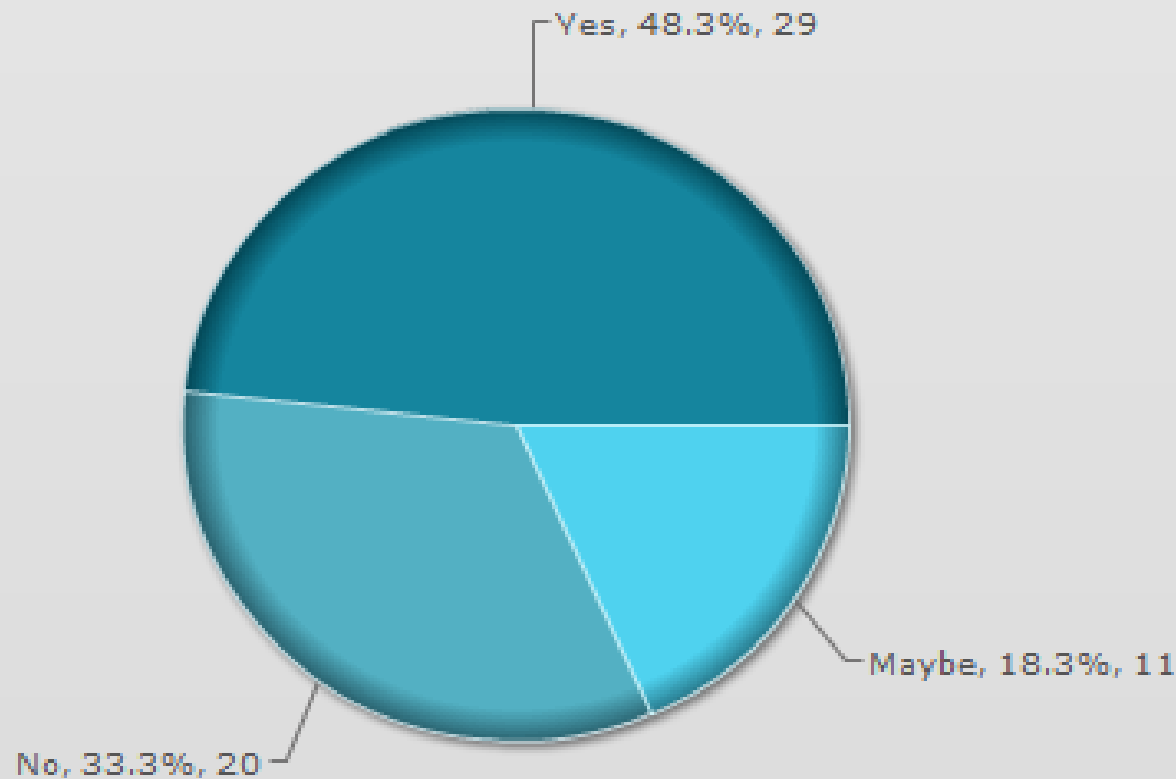
City Hall

September 24<sup>th</sup> – October 11<sup>th</sup>

# Question 1: How often do you visit City Hall Monthly?

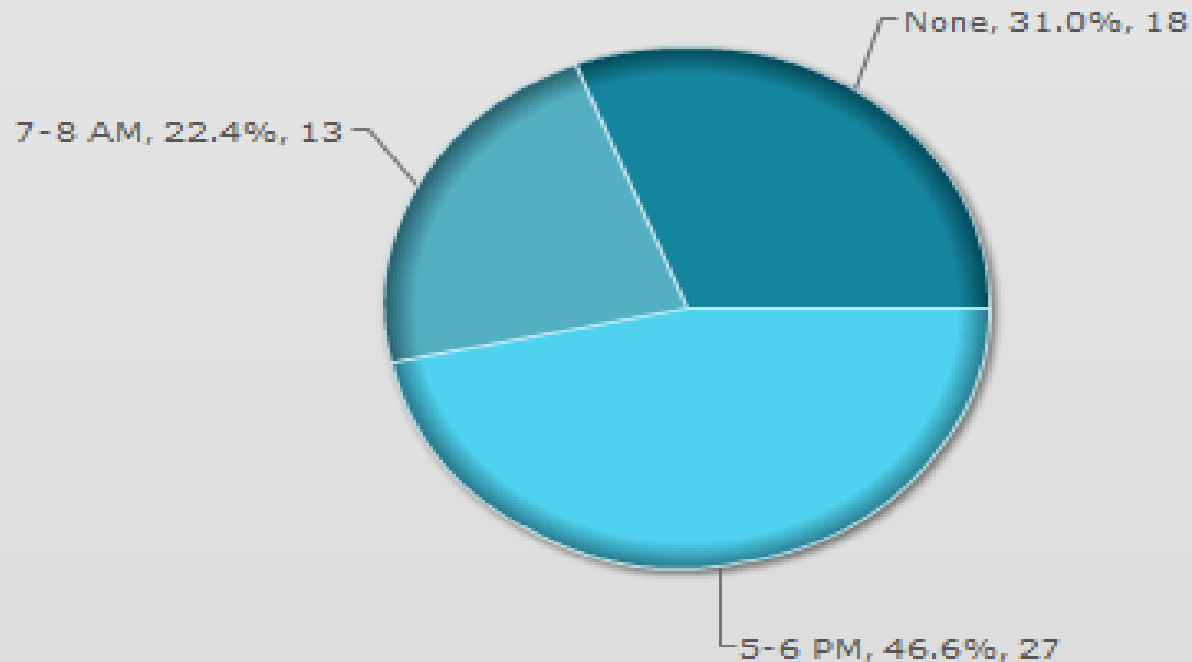


## Question 2: Would you use Monday-Thursday Extended City Hall hours?

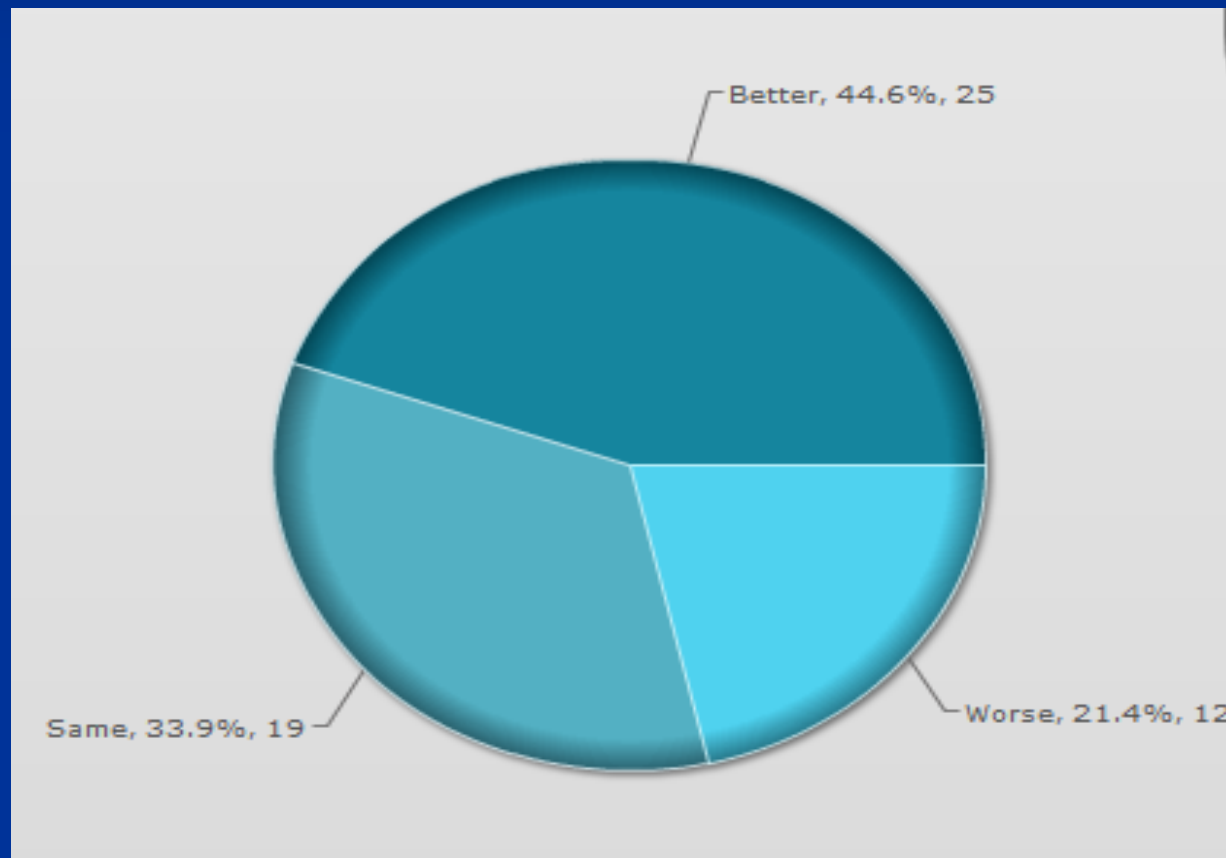




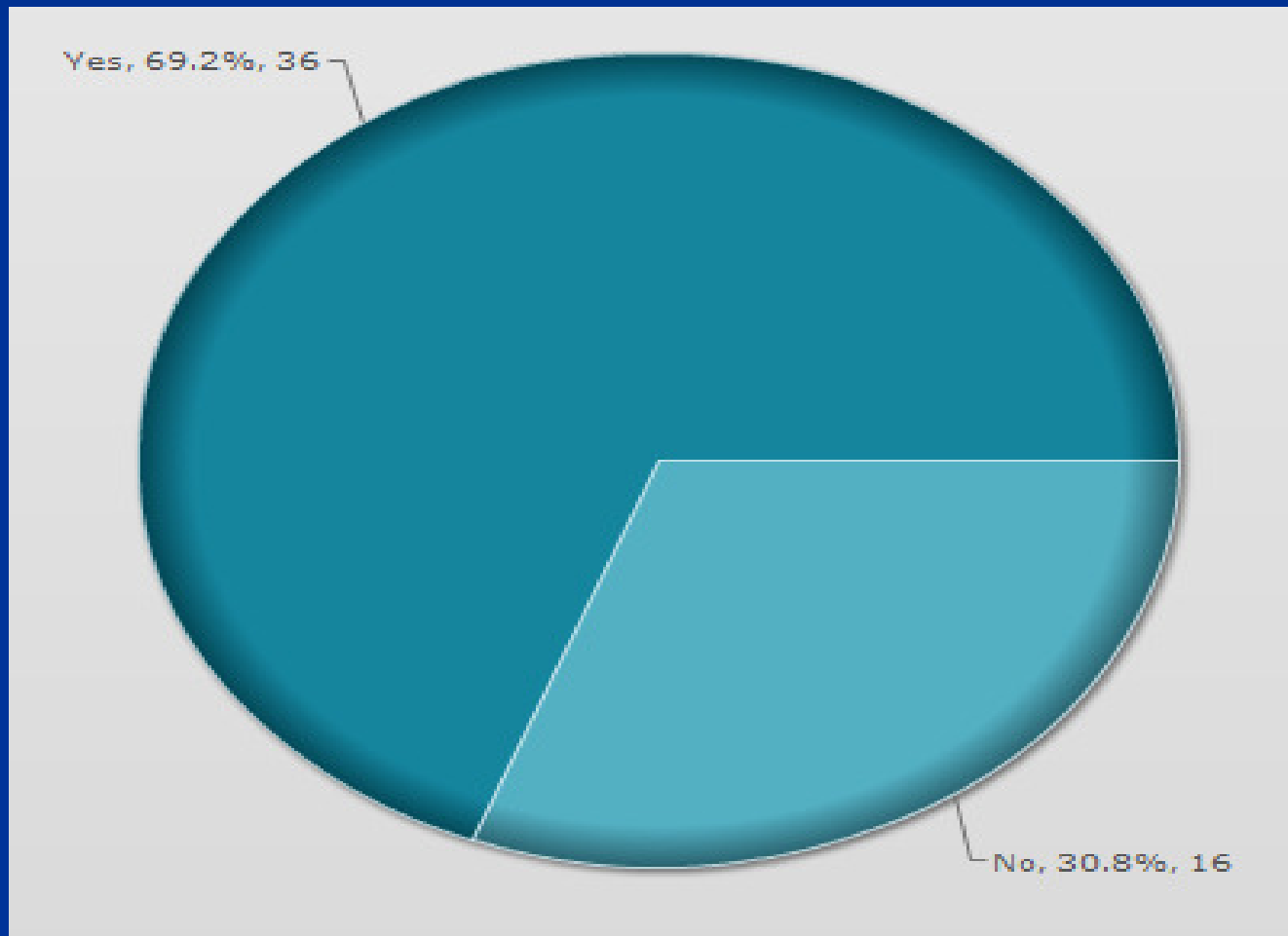
# Question 3: If yes, which hours?



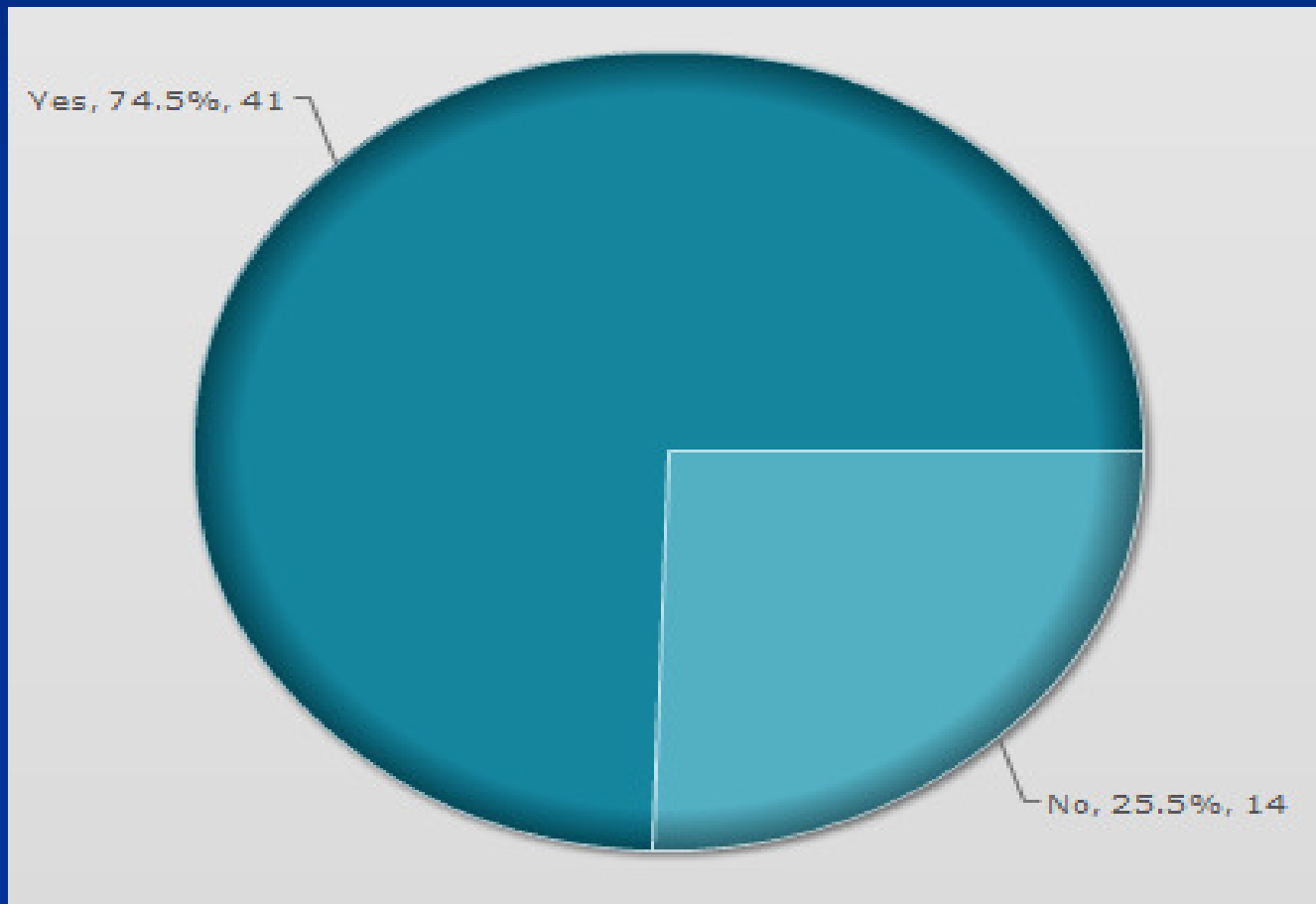
## Question 4: Service to you with a M-Th 7-6 work schedule would be.....



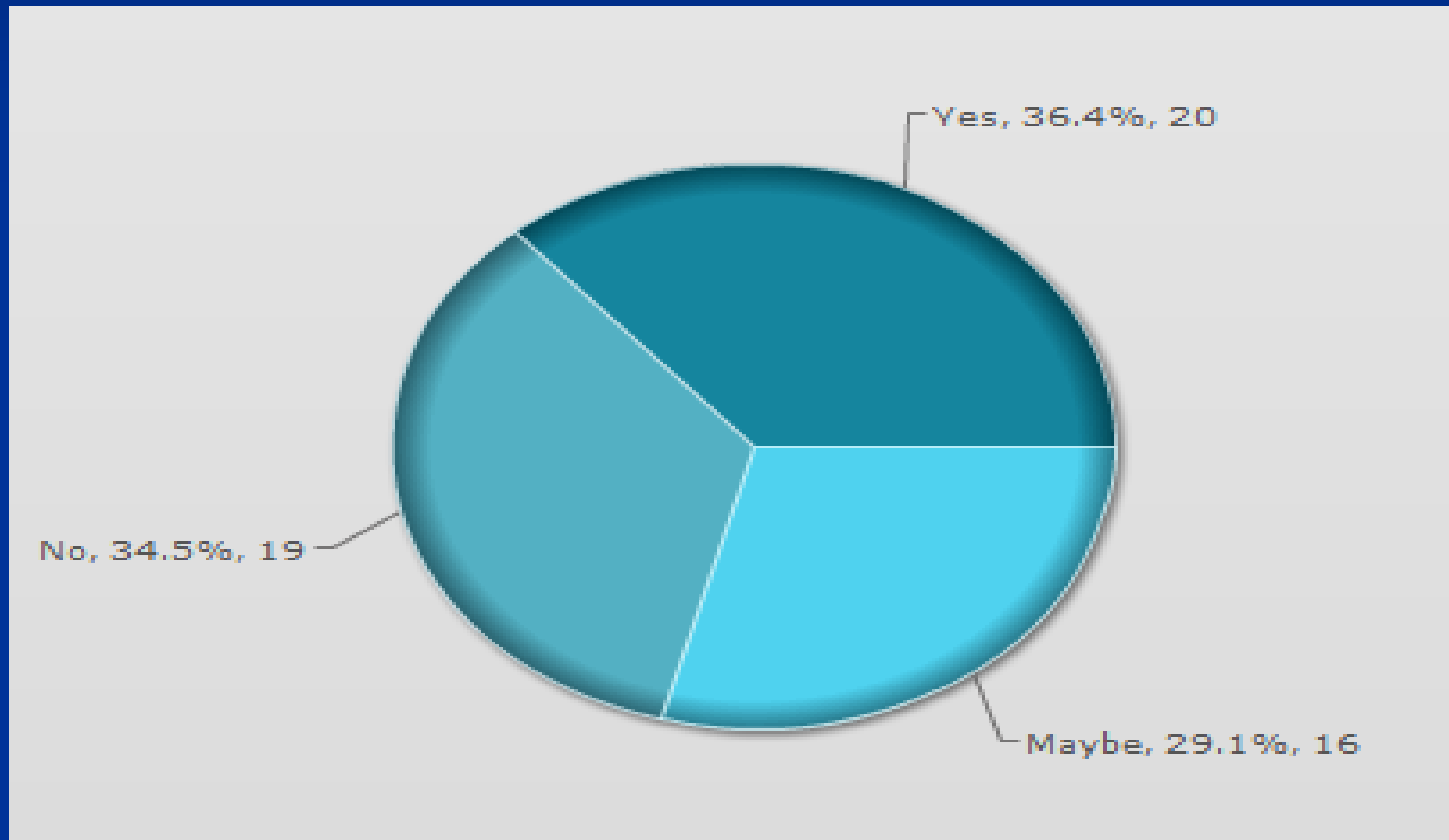
# Question 5: Would Friday closure impact your ability to come to City Hall?



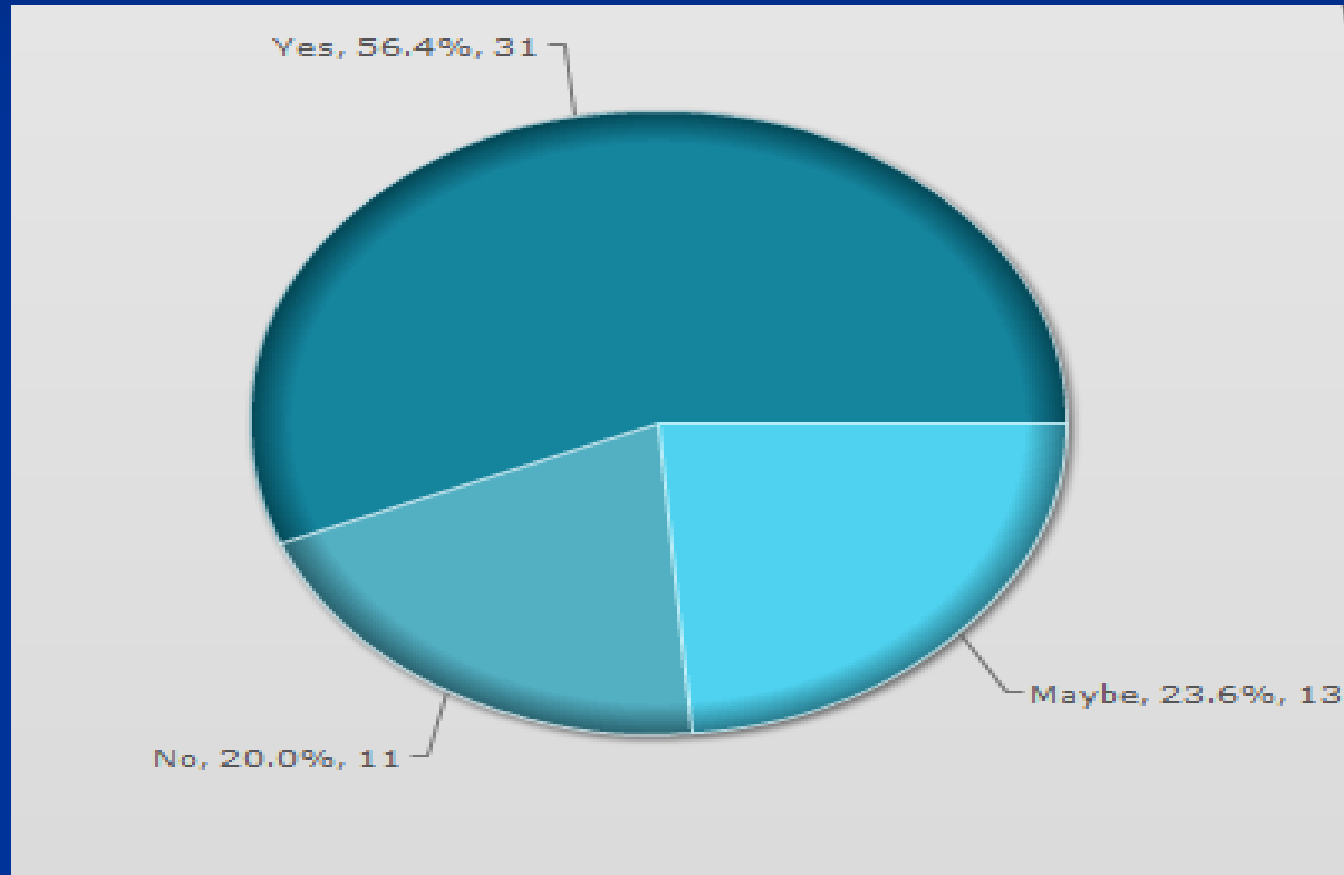
# Question 6: Do you, or would you do business online?



# Question 7: Would you support a M-Th 7-6 Pilot Program?



# Question 8: Would you support a 9 hour M-Th / 4 hr Friday Schedule?



# Combined Information

- Question 1: How often...

0 = 37, 5+ = 23, 10+ = 13, 15+ = 6, 20+ = 22

- Question 2: Use extended hrs?

Yes = 44, Maybe = 24, No = 29

- Question 3: Which Hrs?

No = 29, Yes, 7 AM – 8AM = 18,

Yes, 5 PM – 6PM = 47

- Question 4: Service would be...

Better = 39, Same = 33, Worse = 19

# Combined Information

- Question 5: Friday Closure Impact...  
Yes = 49, No = 37
- Question 6: Conduct Business online...  
Yes = 64, No = 25
- Question 7: Support M-Th 7-6  
Yes = 43, Maybe = 23, No = 23
- Question 8: Support M-Th 9 hrs, Friday 4 hrs  
Yes = 51, Maybe = 20, No = 18

Total Respondents that answered questions to the end = 89.



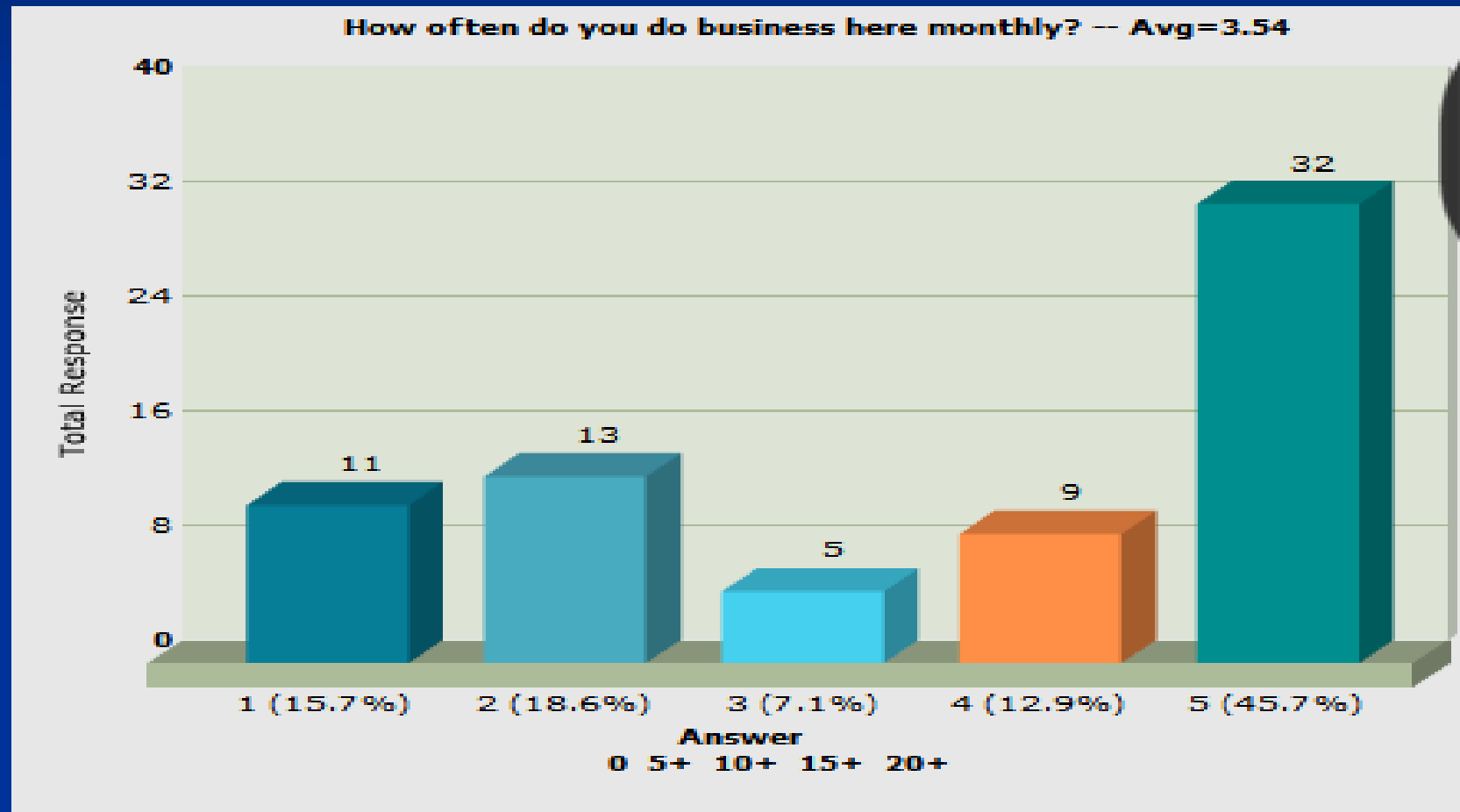


# Xit Poll Survey Results

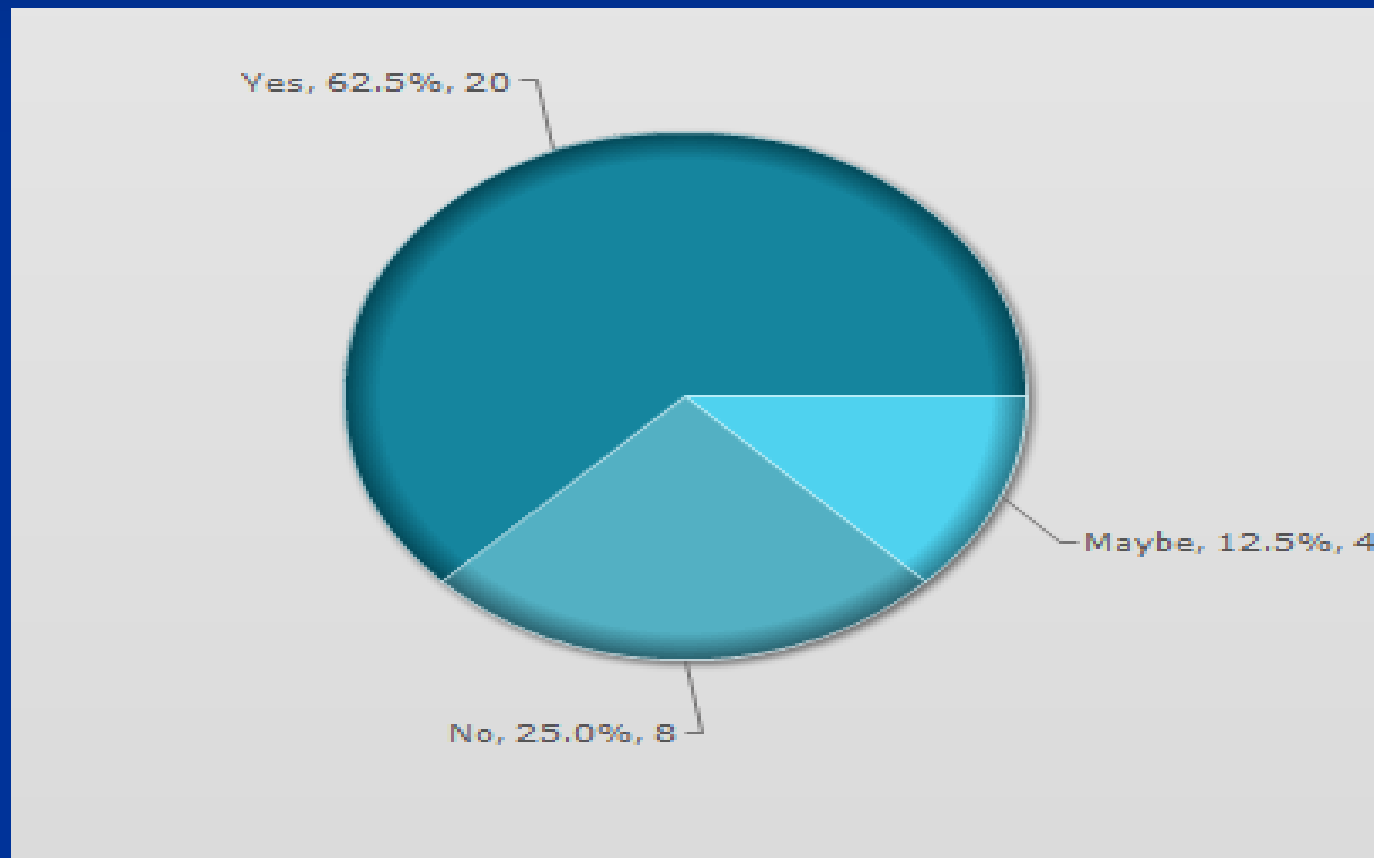
Cherry Building

September 25<sup>th</sup> – October 11<sup>th</sup>

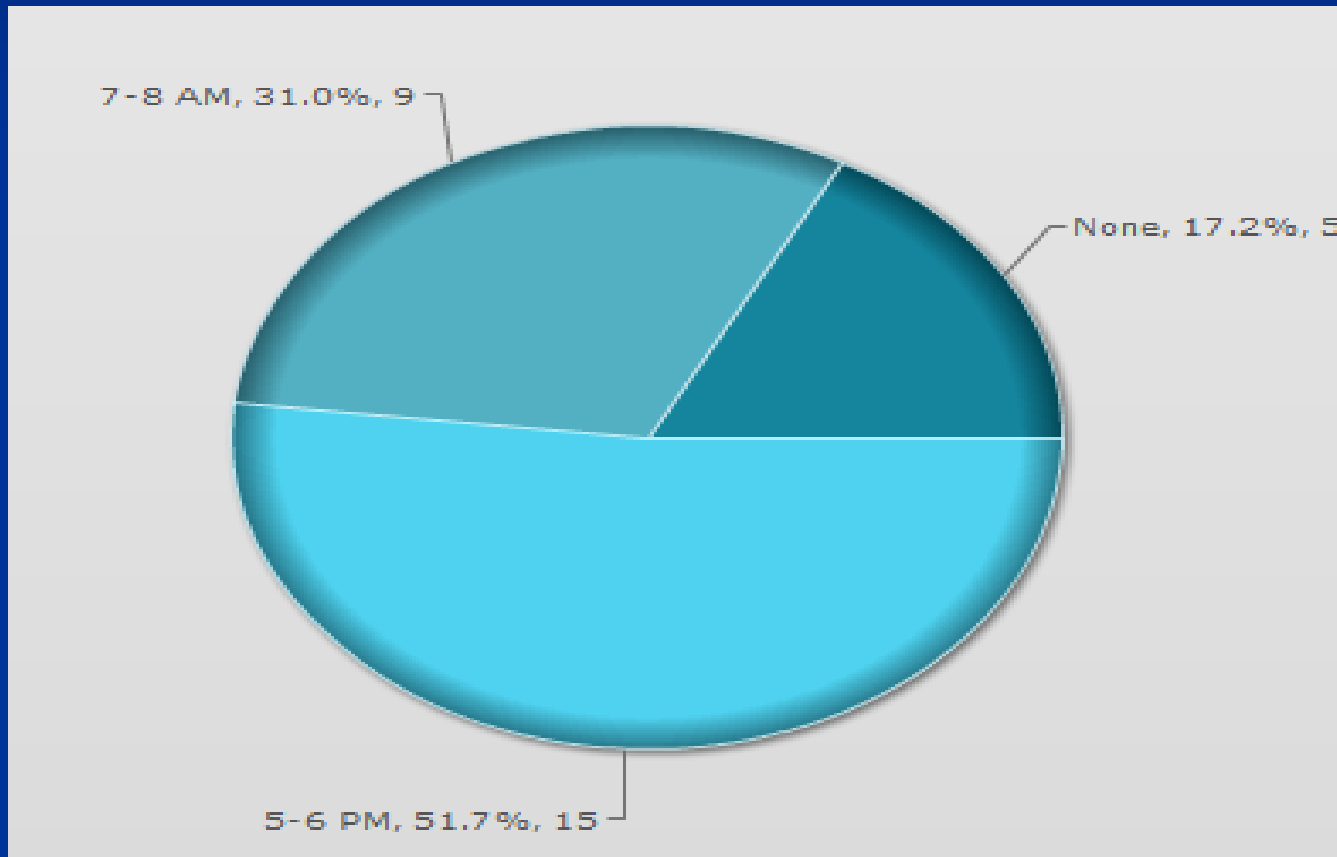
# Question 1: How often do you visit City Hall Monthly?



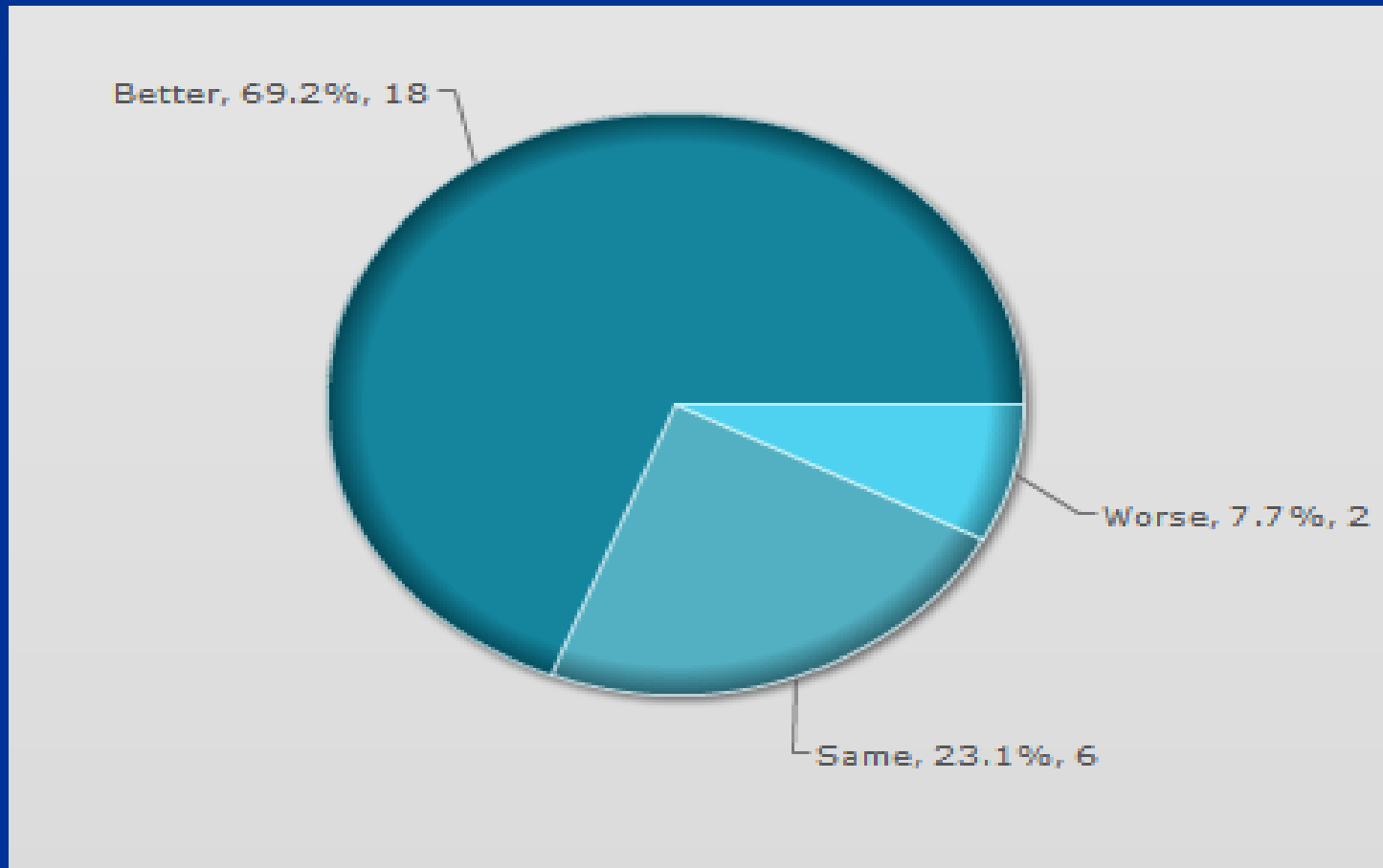
## Question 2: Would you use Monday-Thursday Extended City Hall hours?



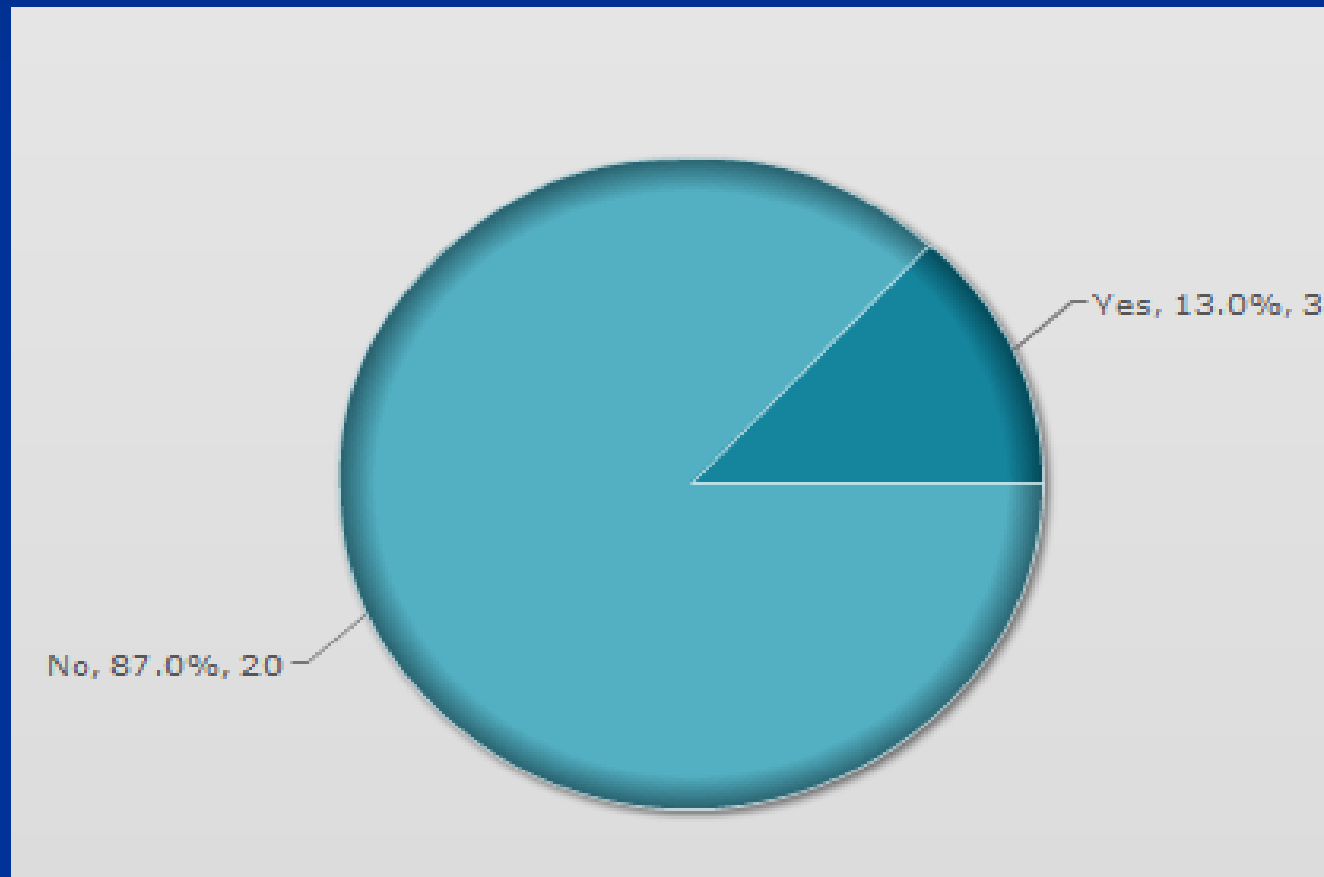
# Question 3: If yes, which hours?



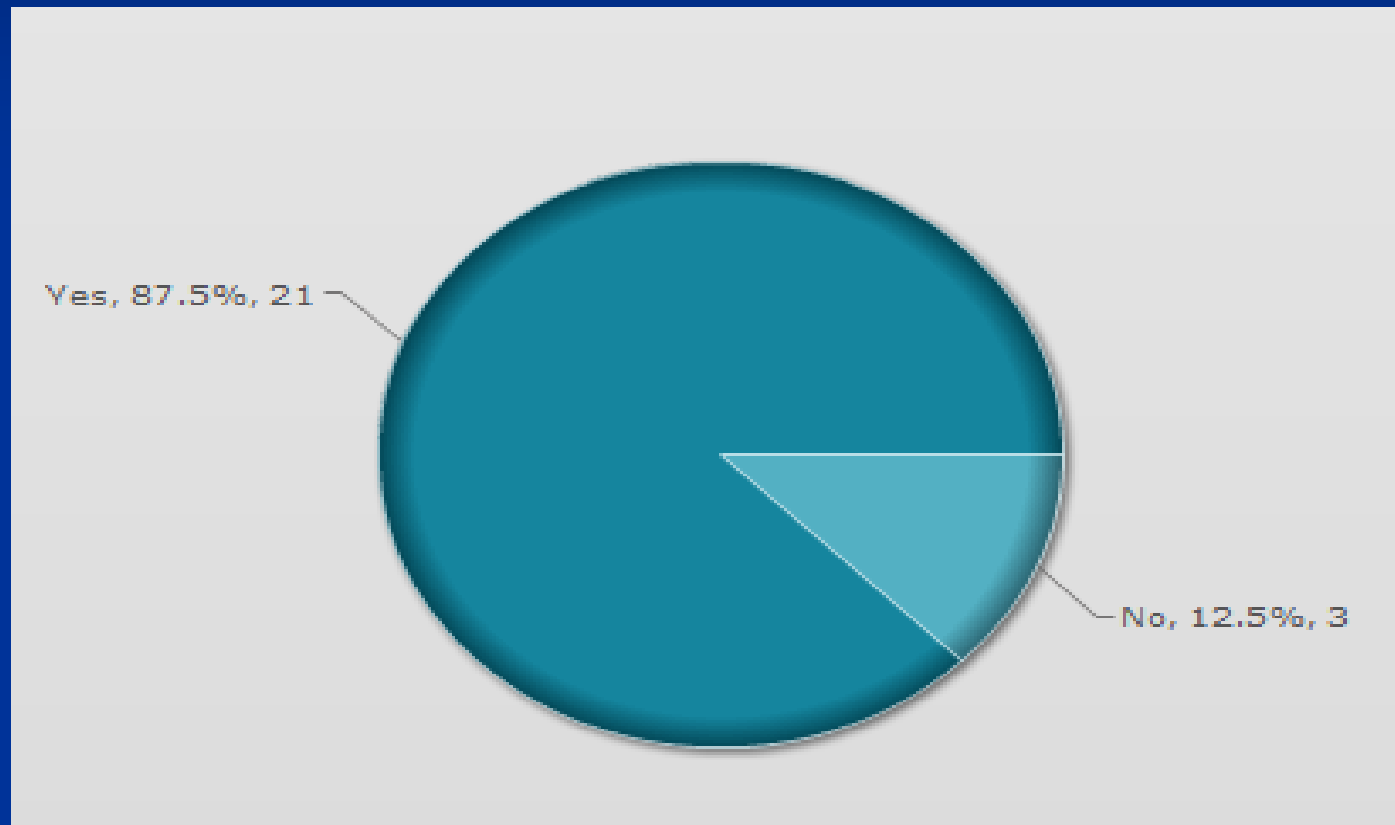
## Question 4: Service to you with a M-Th 7-6 work schedule would be.....



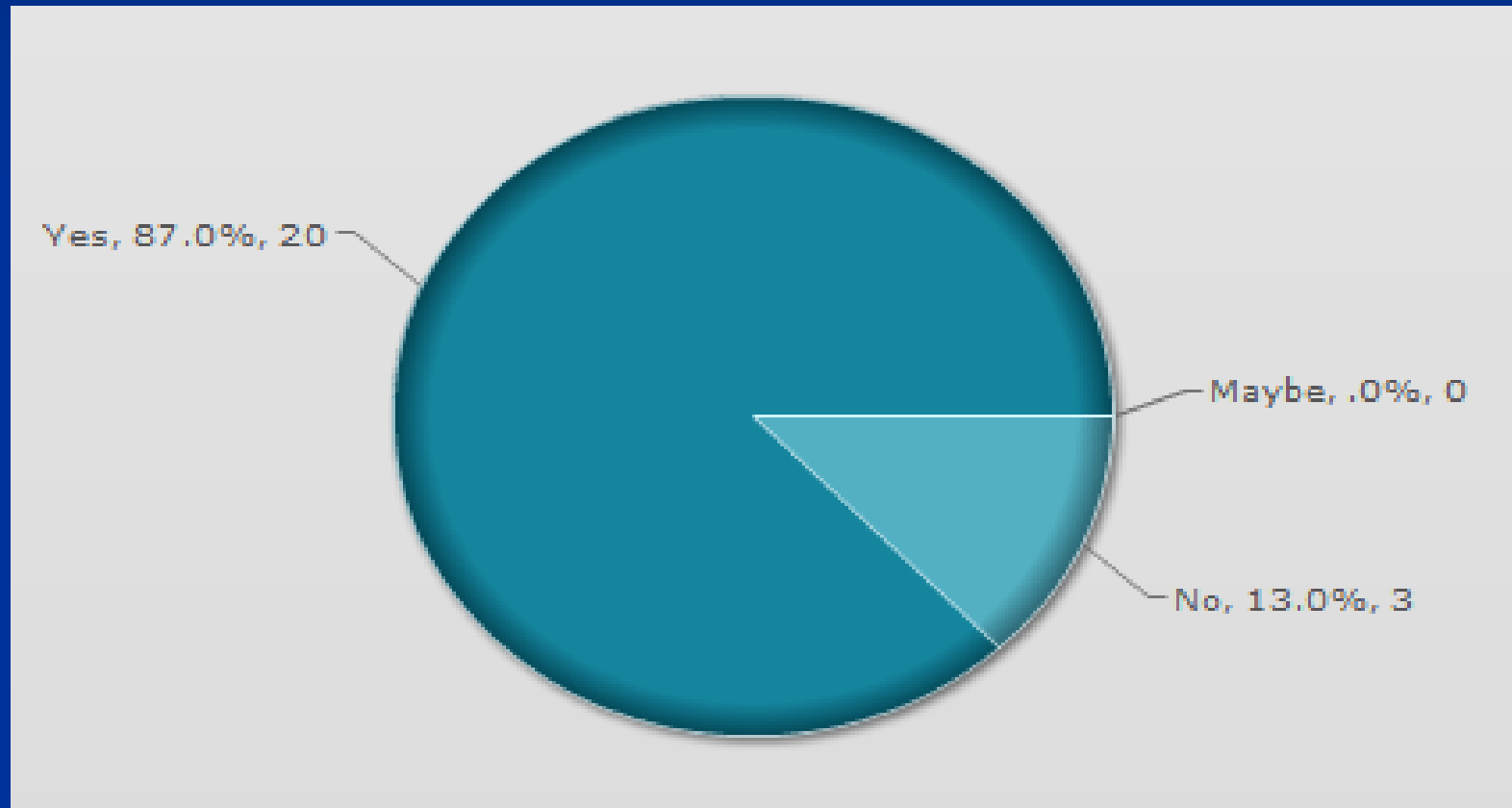
# Question 5: Would Friday closure impact your ability to come to City Hall?



# Question 6: Do you, or would you do business online?

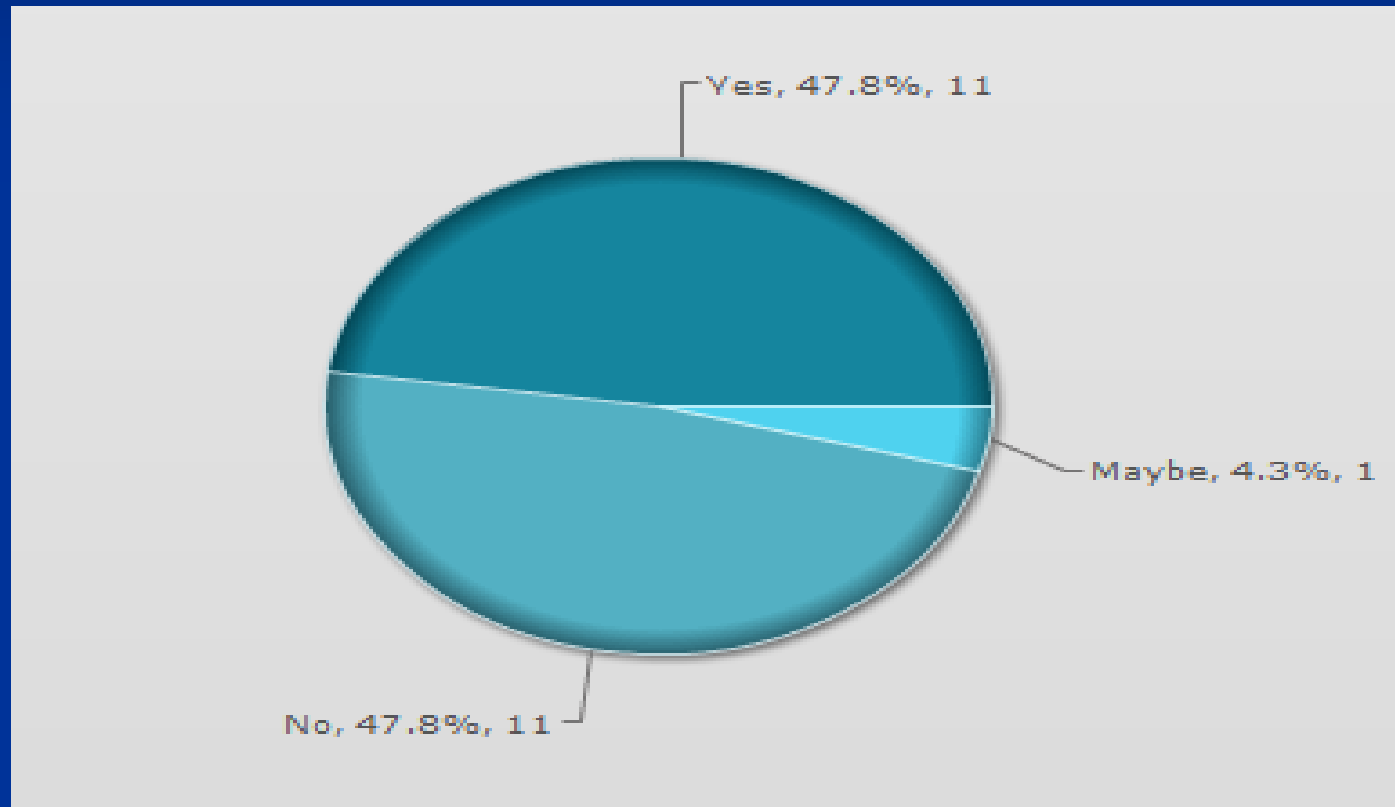


# Question 7: Would you support a M-Th 7-6 Pilot Program?





# Question 8: Would you support a 9 hour M-Th / 4 hr Friday Schedule?



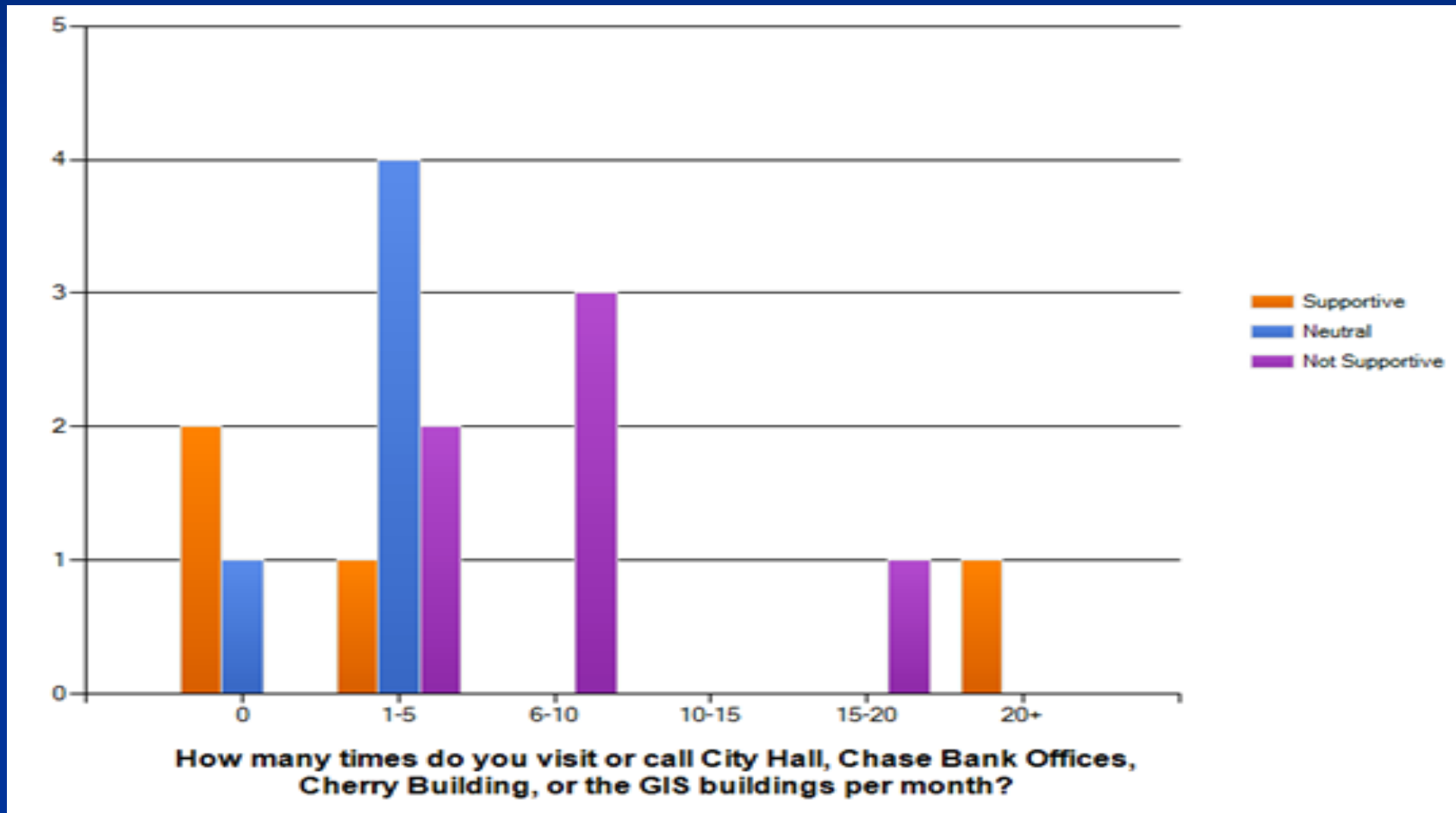
Total Respondents that answered questions to the end = 23



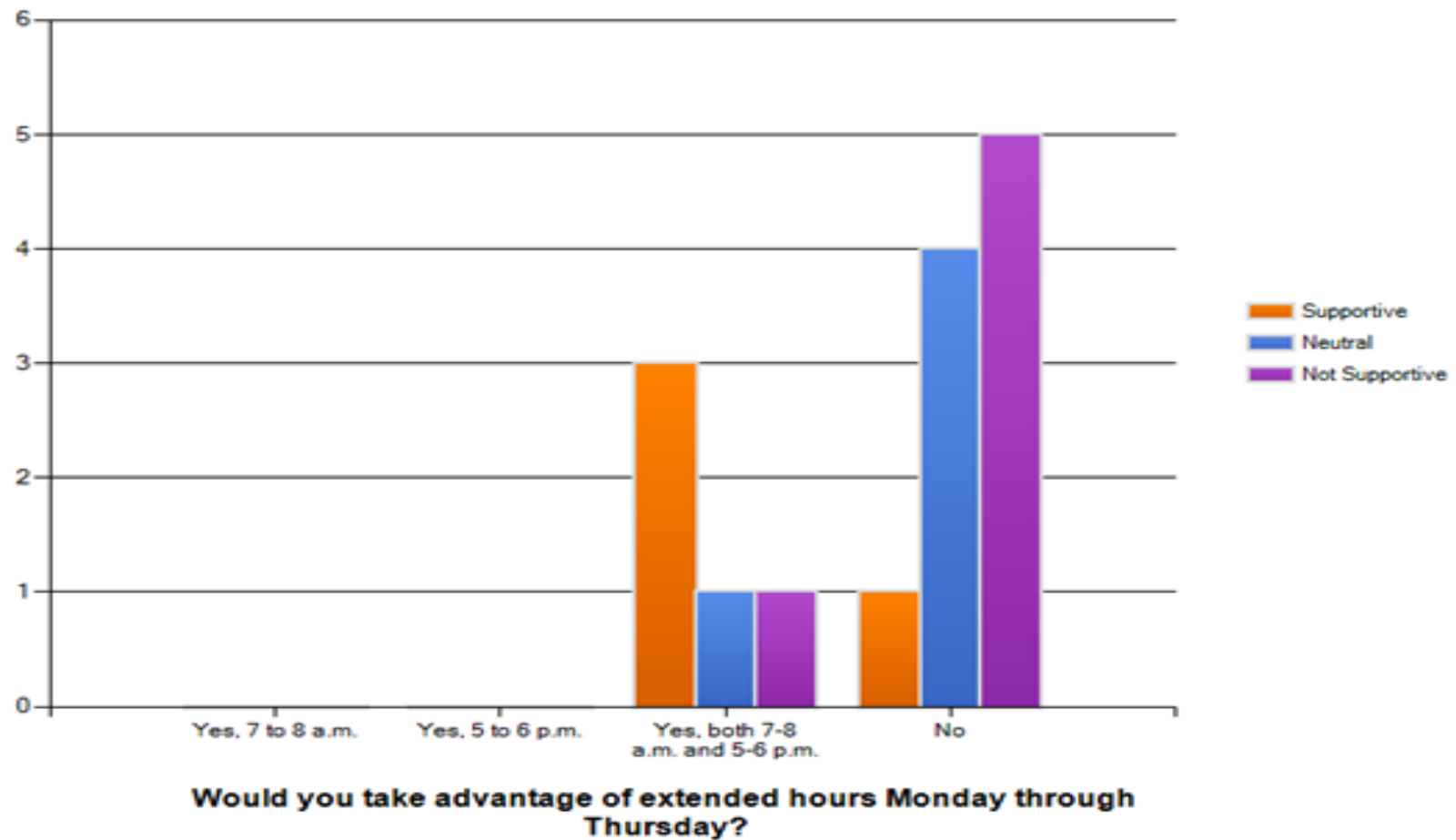
# Online Survey Results

September 23<sup>rd</sup> – October 11<sup>th</sup>

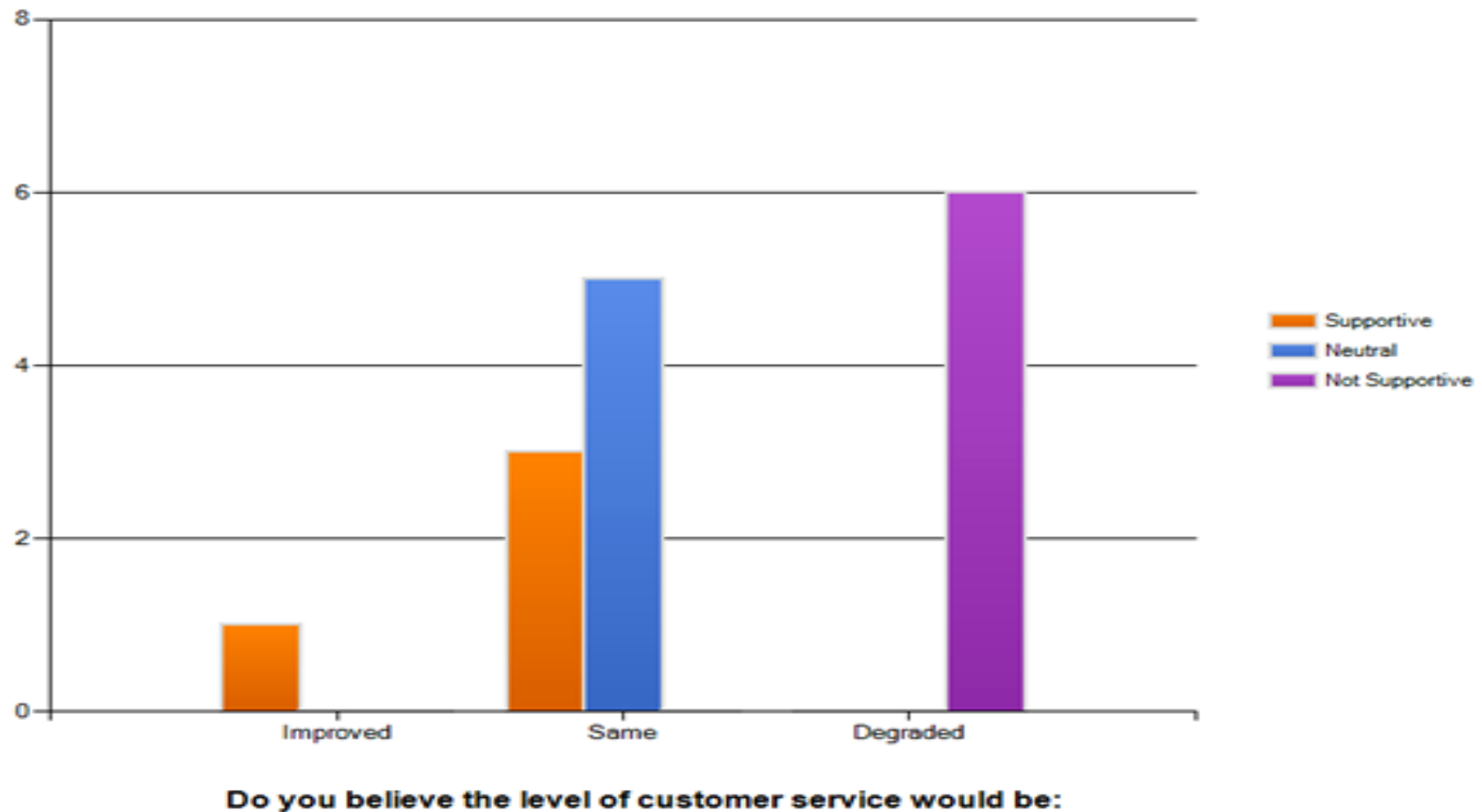
Please rate how supportive you would be of a  
Monday through Thursday 7 a.m. - 6 p.m.  
pilot program.



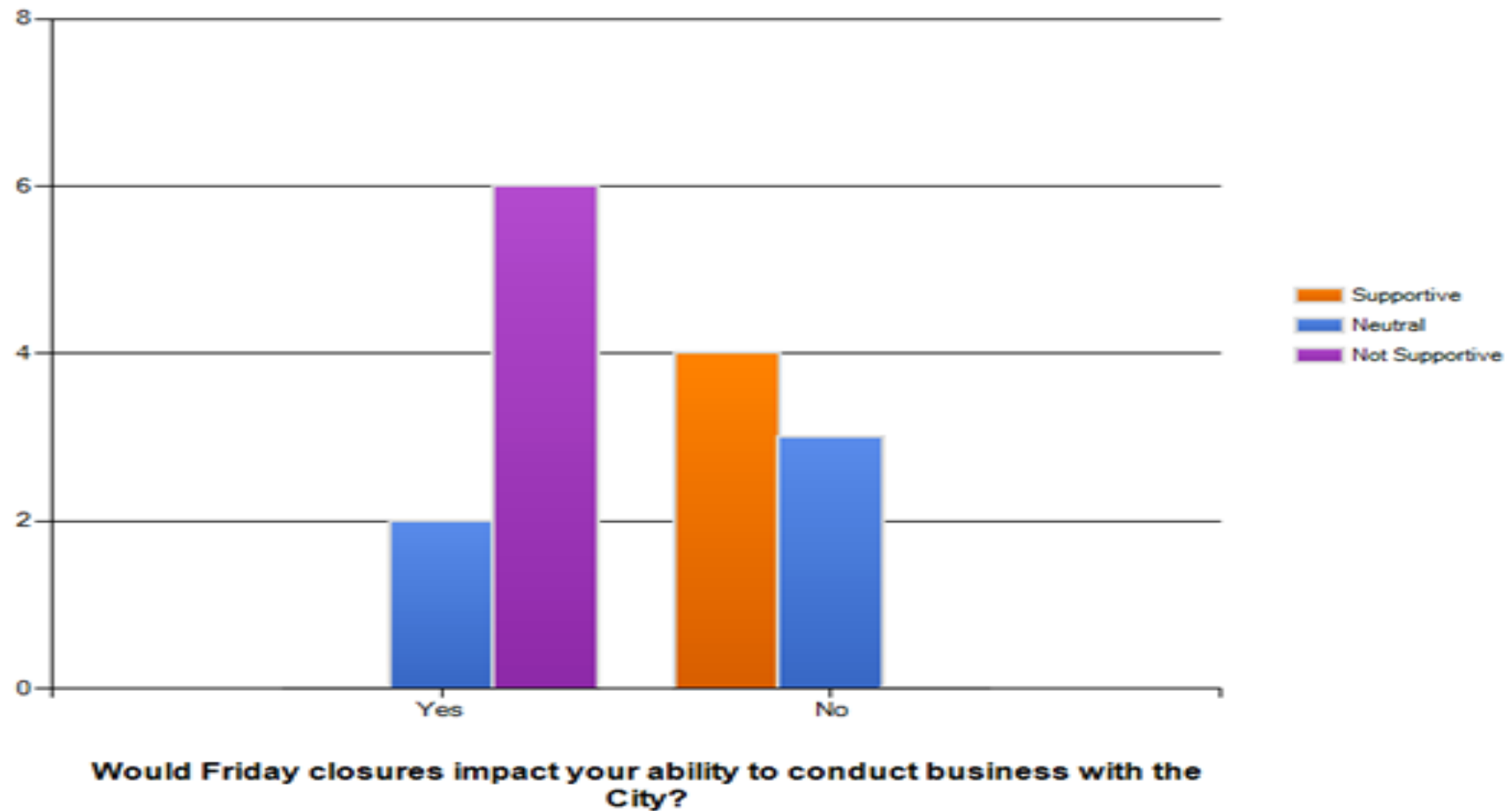
Please rate how supportive you would be of a  
Monday through Thursday 7 a.m. - 6 p.m.  
pilot program.



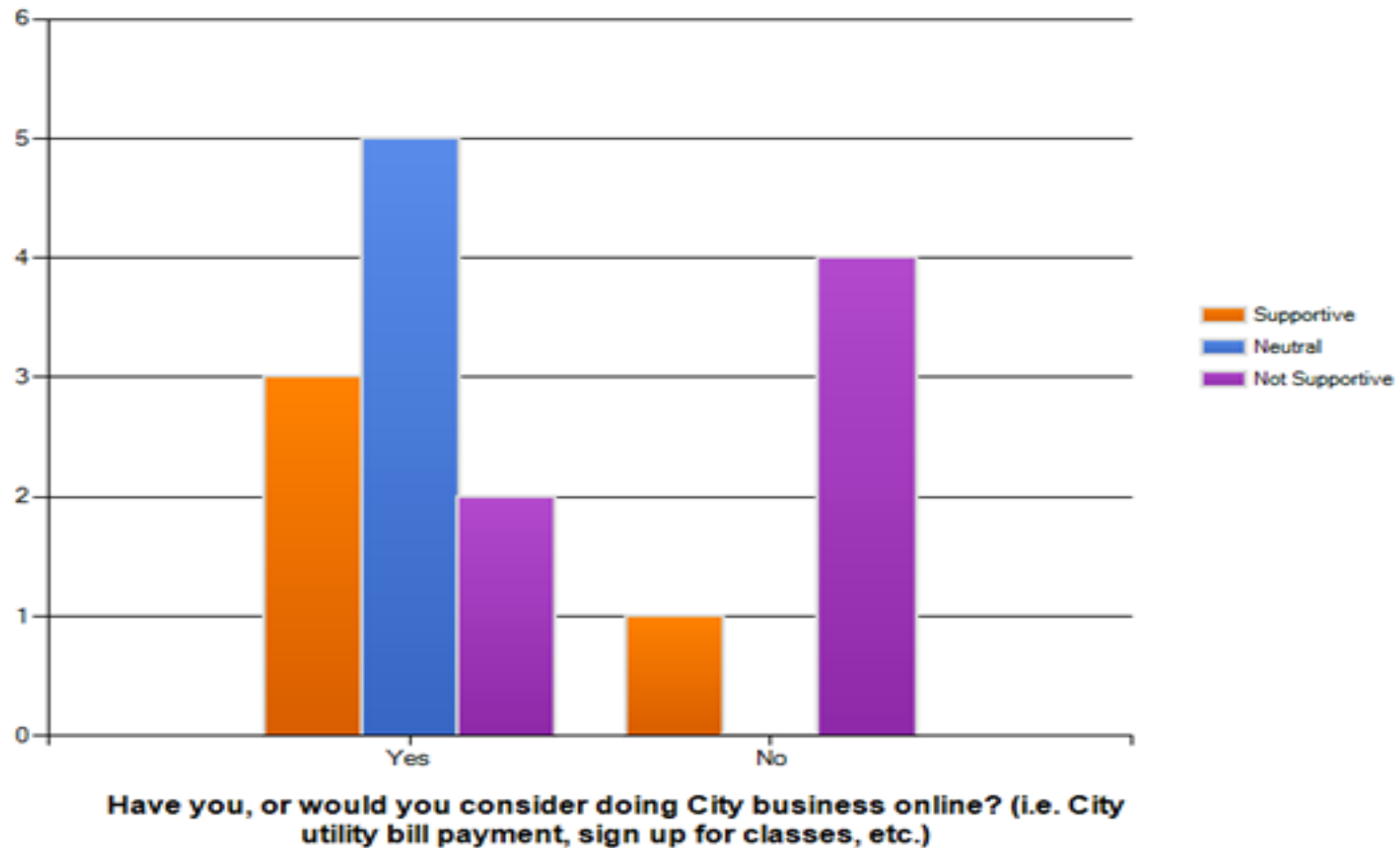
Please rate how supportive you would be of a  
Monday through Thursday 7 a.m. - 6 p.m.  
pilot program.



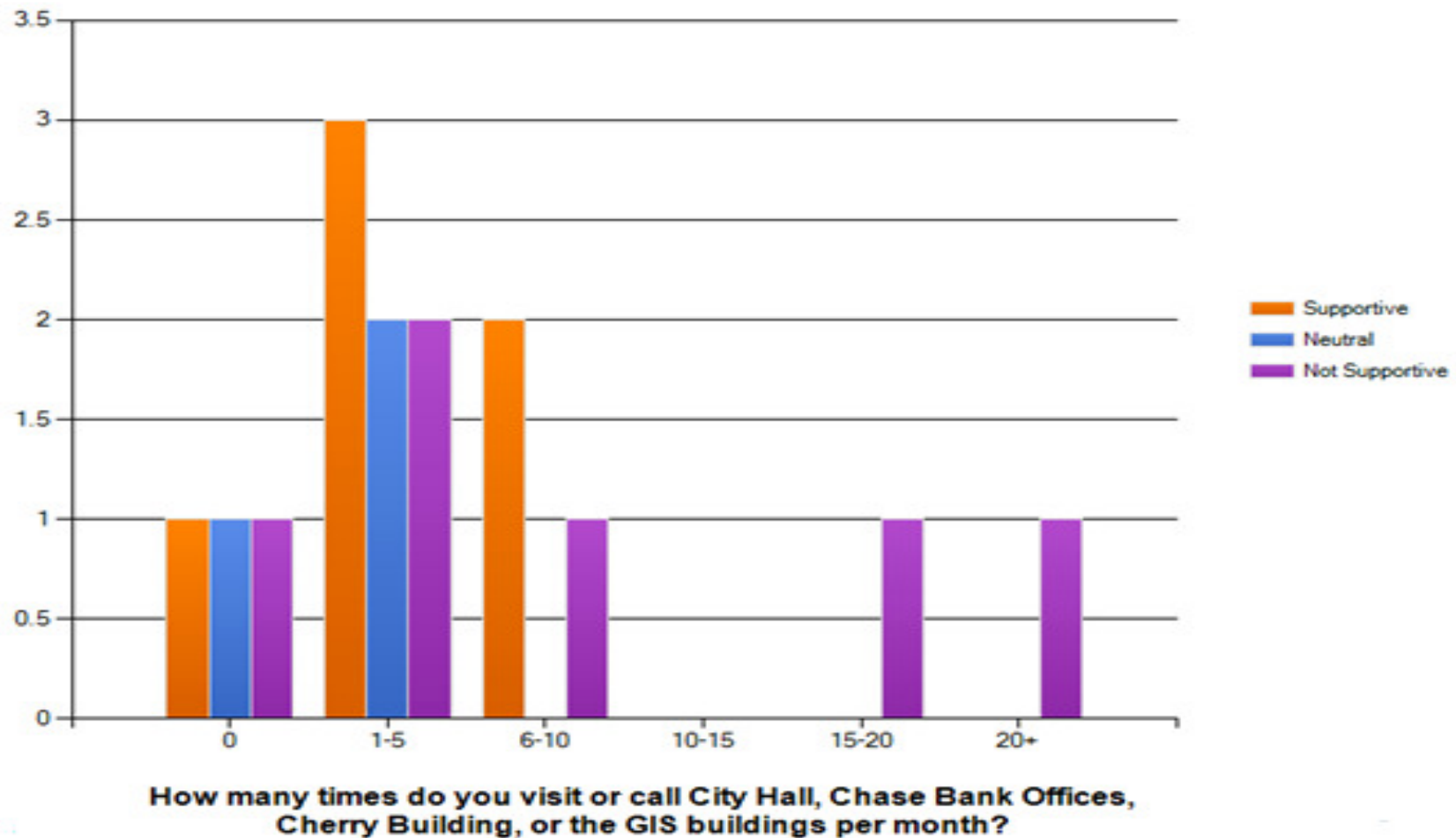
Please rate how supportive you would be of a  
Monday through Thursday 7 a.m. - 6 p.m.  
pilot program.



Please rate how supportive you would be of a  
Monday through Thursday 7 a.m. - 6 p.m.  
pilot program.

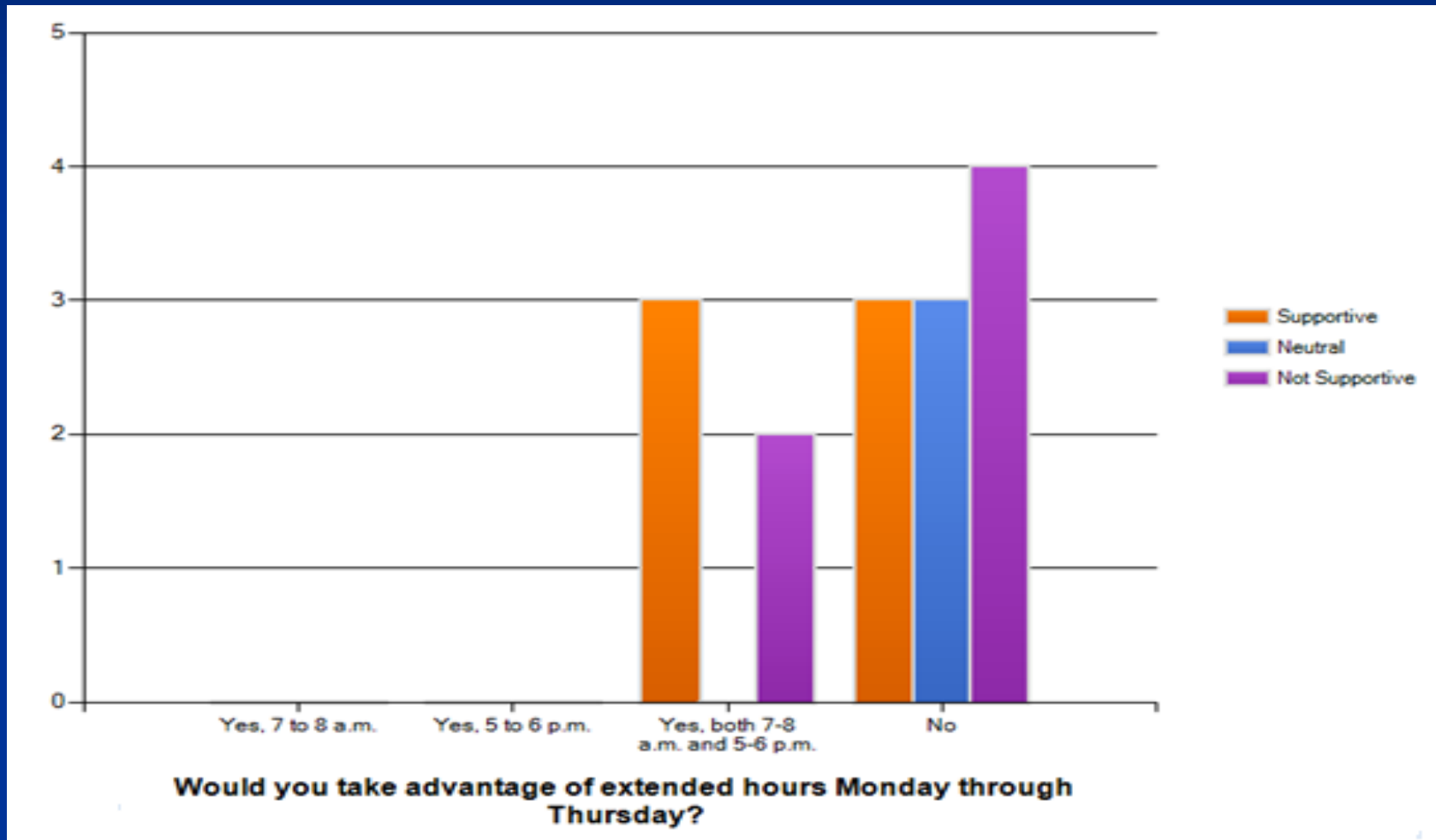


Please rate how supportive you would be of a  
Monday through Thursday - 9 hours, and  
Friday - 4 hours schedule.

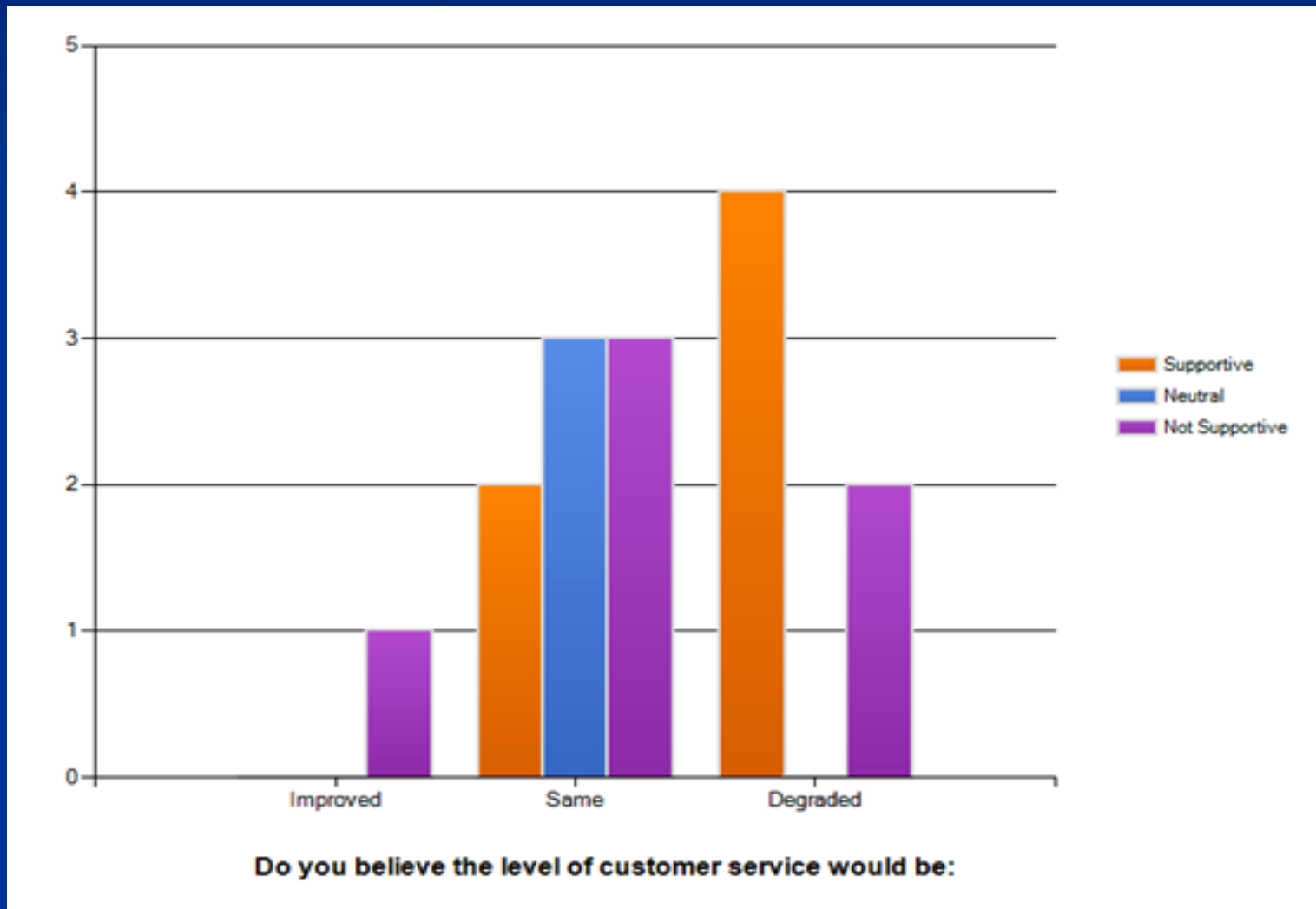




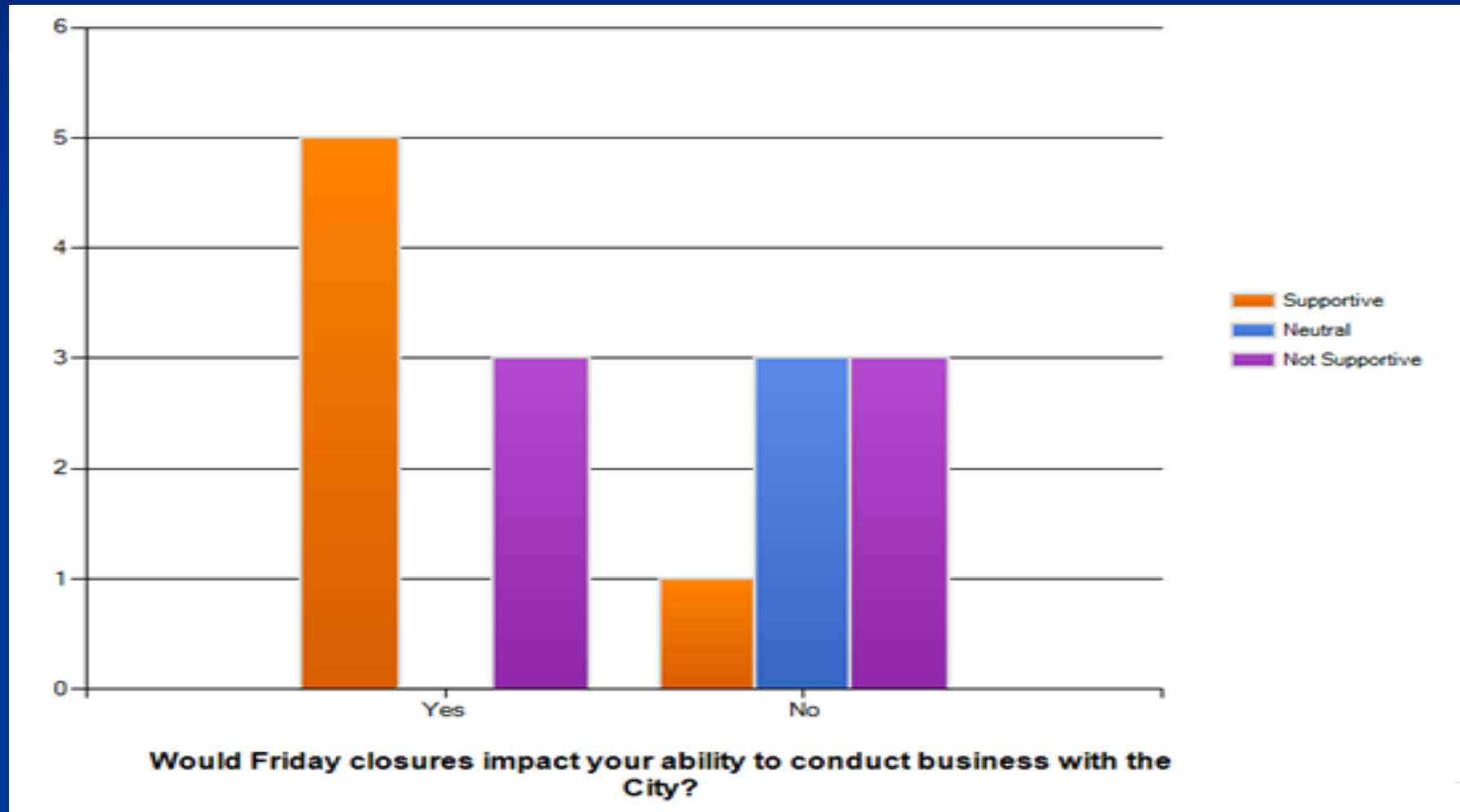
Please rate how supportive you would be of a  
Monday through Thursday - 9 hours, and  
Friday - 4 hours schedule.



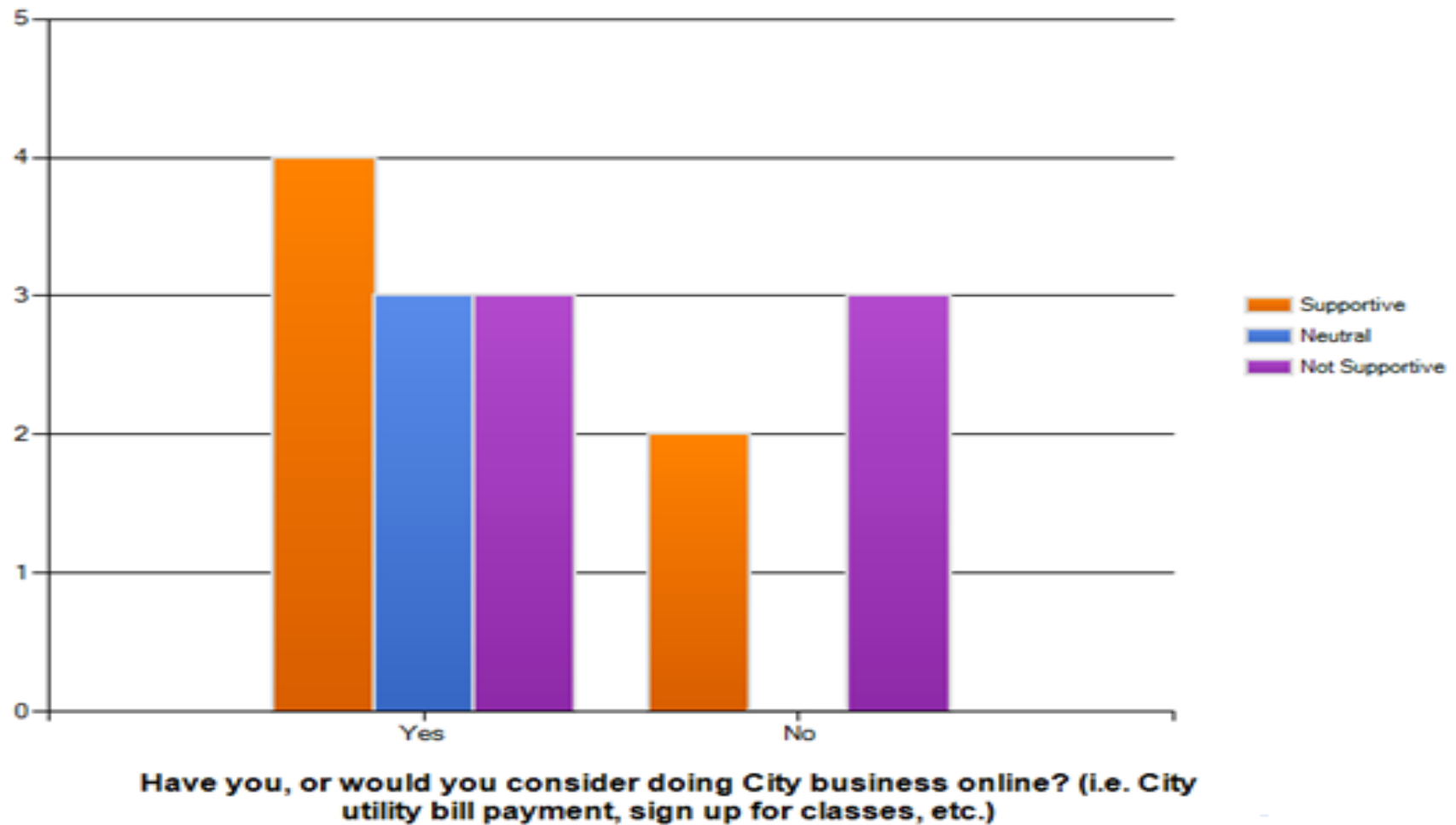
Please rate how supportive you would be of a  
Monday through Thursday - 9 hours, and  
Friday - 4 hours schedule.



Please rate how supportive you would be of a  
Monday through Thursday - 9 hours, and  
Friday - 4 hours schedule.



Please rate how supportive you would be of a  
Monday through Thursday - 9 hours, and  
Friday - 4 hours schedule.



THANK  
YOU